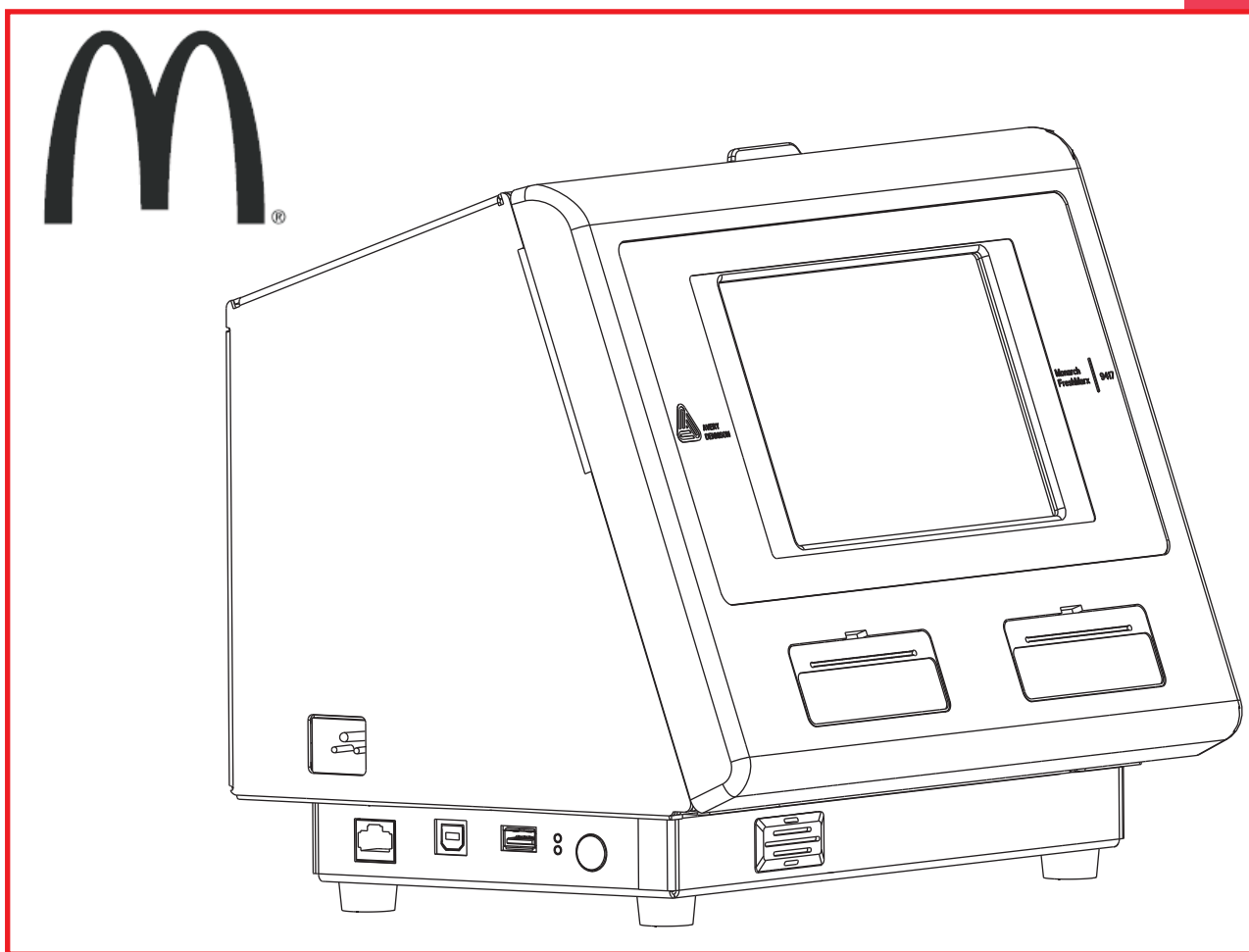




Operator's Handbook

Monarch® 9417 Food Freshness System



Each product and program carries a respective written warranty, the only warranty on which the customer can rely. Avery Dennison reserves the right to make changes in the product, the programs, and their availability at any time and without notice. Although Avery Dennison has made every effort to provide complete and accurate information in this manual, Avery Dennison shall not be liable for any omissions or inaccuracies. Any update will be incorporated in a later edition of this manual.

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WARNING

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CANADIAN D.O.C. WARNING

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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GETTING STARTED

1

Use the Monarch® FreshMarx® 9417 Food Freshness System for product freshness and to label inventory.

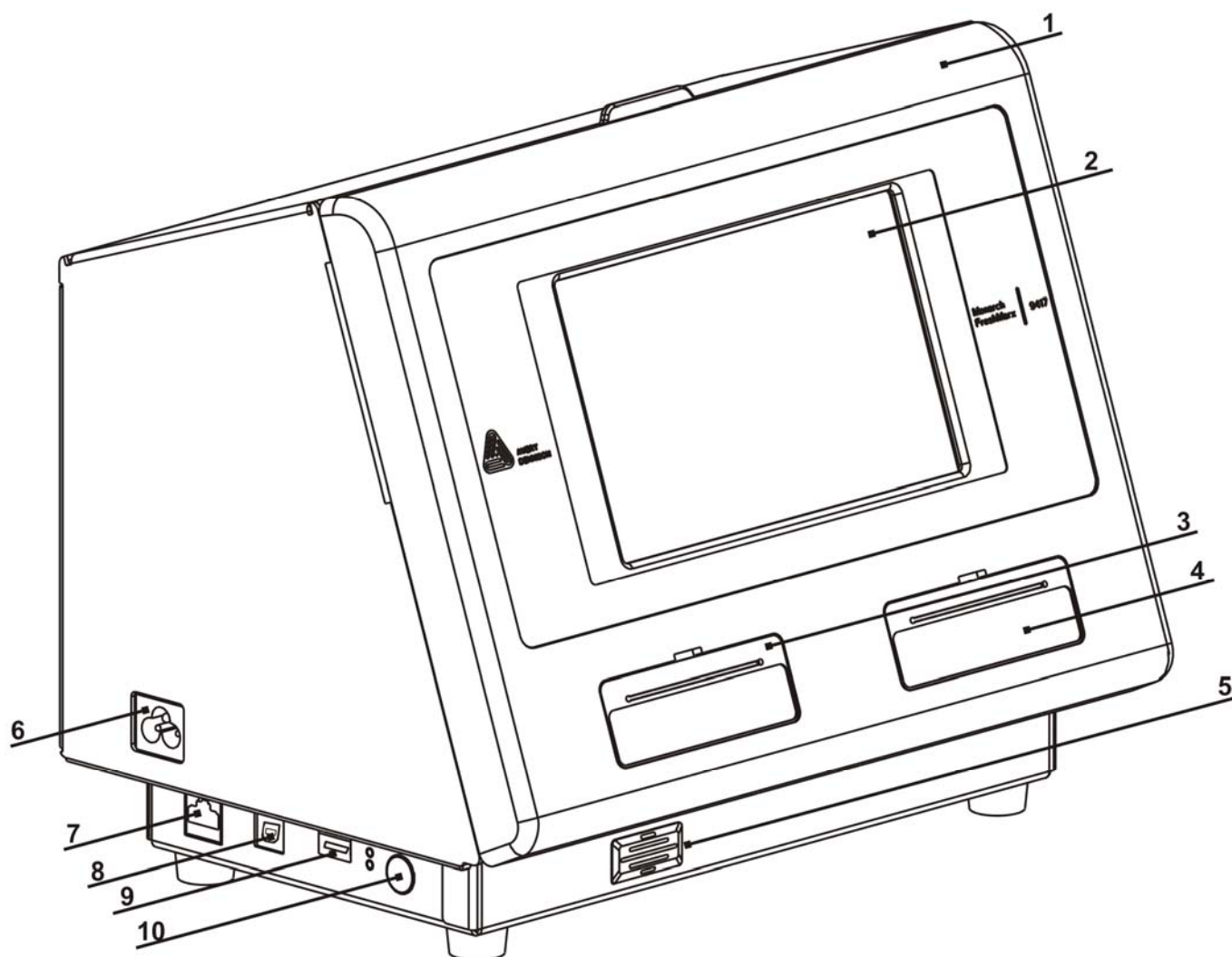
Using This Manual

Following is a summary of the contents of this manual.

	Chapter	Contents
1	Getting Started	Installing the printer and loading supplies.
2	Printing Labels	Printing product labels and Use First labels.
3	Using Edit Mode	Making changes to the product menu.
4	Changing Printer Settings	Setting the time and date, password, print position, etc.
5	Using the Edit Utility	Installing and using the Edit Utility.
6	Updating Your Printer	Updating the printer with USB
7	Care & Maintenance	Clearing supply jams and cleaning the printer.
8	Troubleshooting	Common problems and their solutions.
A	Specifications	Printer specifications.

Audience

The *Operator's Handbook* is for users who print and apply freshness labels and for managers/administrators who configure and update the Food Freshness System.



1.	Cover	6.	Power Cord Connection
2.	Display	7.	Ethernet Port
3.	Left Printer	8.	USB (Type B) Port
4.	Right Printer	9.	USB (Type A) Port
5.	Speaker	10.	Power Button

Connecting the Power Cord

1. Plug the power cord into the socket on the side of the printer (#6 above).
2. Plug the other end of the power cord into a grounded electrical outlet.
3. Turn on the printer. Press the power button on the side of the printer.

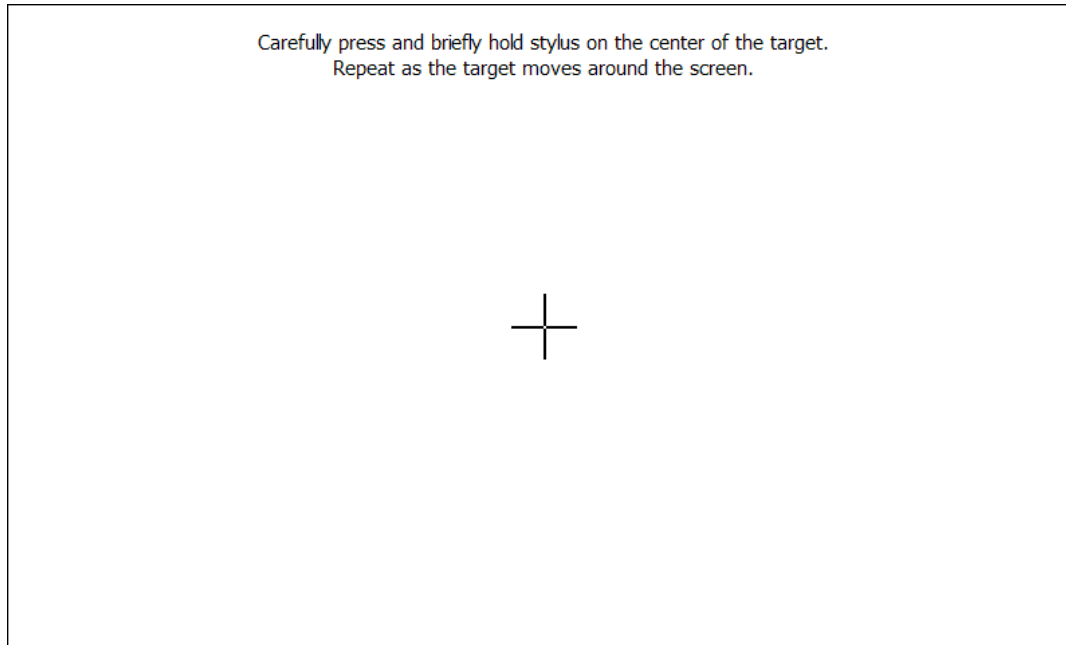
Warning: The printer should never be operated in a location where it can get wet. Personal injury could result.

Calibrating the Touch Screen

Calibrate the touch screen so the buttons respond correctly when pressed. You are prompted to do this the first time you turn the printer on after receiving it and after you update the printer's Application Software.

Follow the on-screen instructions to calibrate the touch screen. The application runs automatically when you are finished.

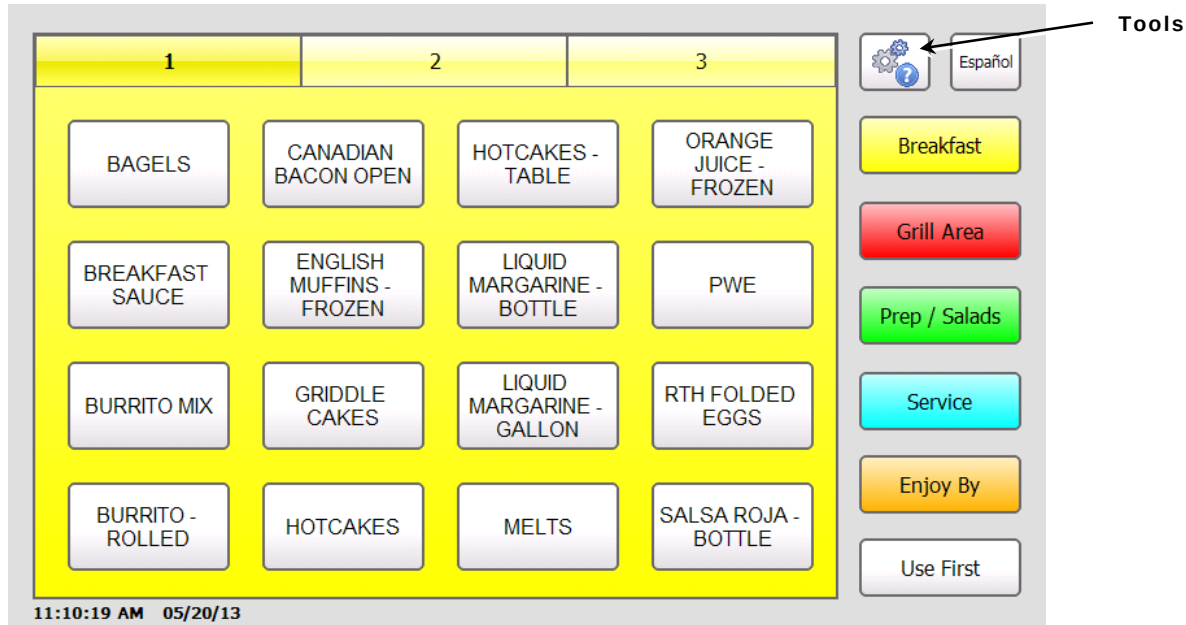
Note: Be sure that you only touch the screen in the center of the crosshair and that nothing touches any other part of the screen during calibration.



You can also calibrate the touch screen if it does not correctly respond to touch. Refer to [Chapter 7](#) for more information.

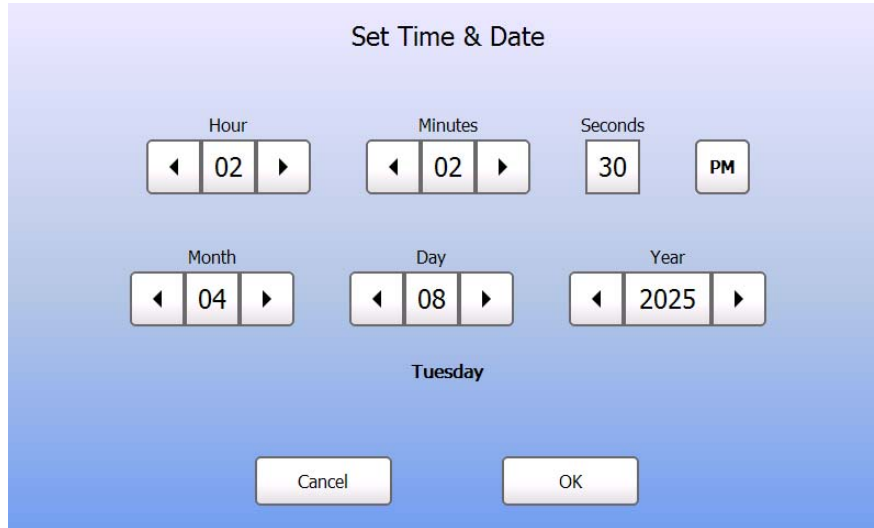
Setting the Time and Date

1. Press the **Tools** button.



2. Press the **Admin** button.
3. Enter the Admin password then press **Enter**. The default password is **1234**.
4. Press **Set Time/Date**.

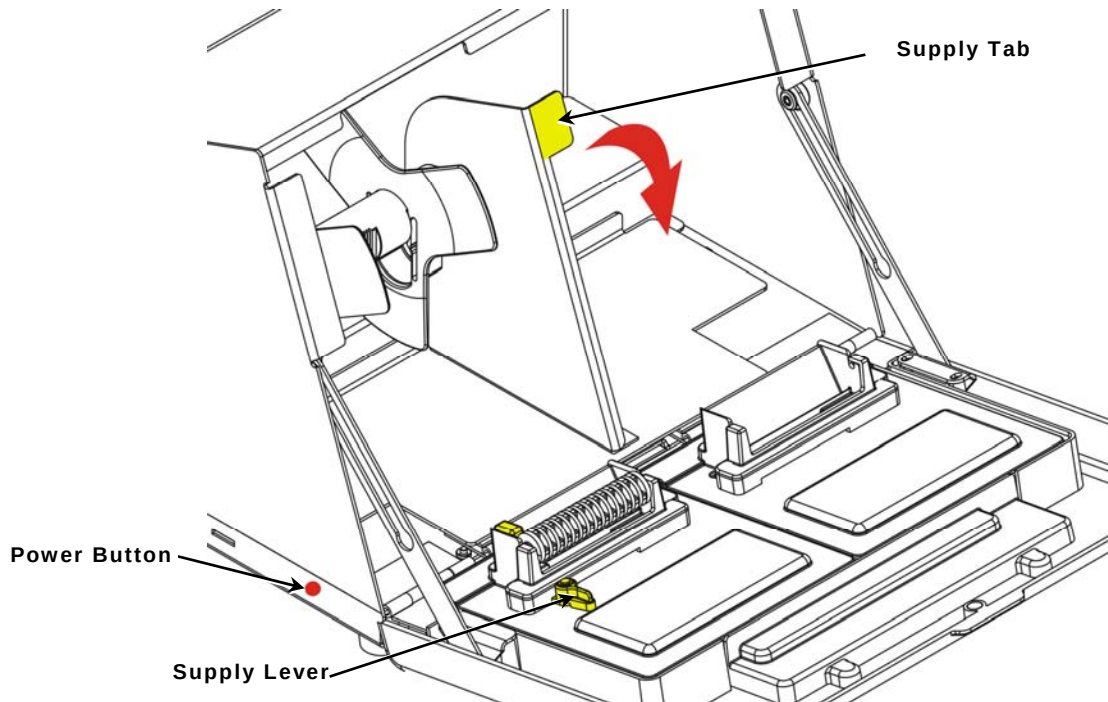
Use the ◀ and ▶ buttons to set the time and date. Touch the AM/PM button to toggle the setting.



5. Press **OK** when you are finished.

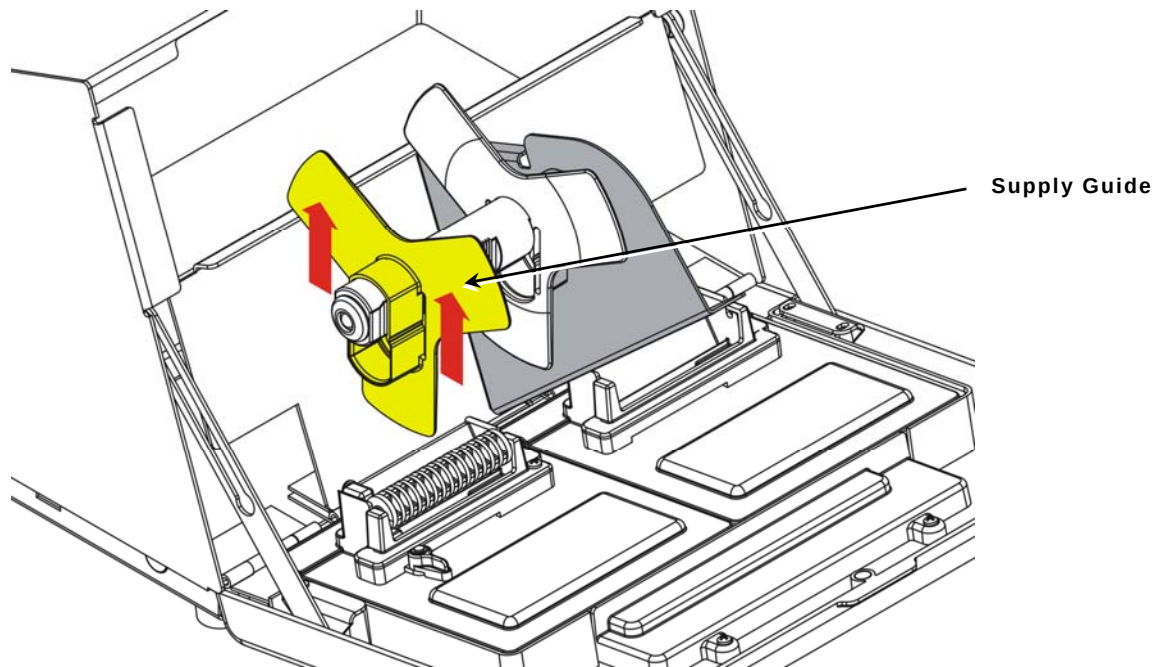
Loading Labels – Left Printer

1. Turn on the printer. Press the power button on the side of the printer.
2. Open the cover.
3. Pull on the supply tab.



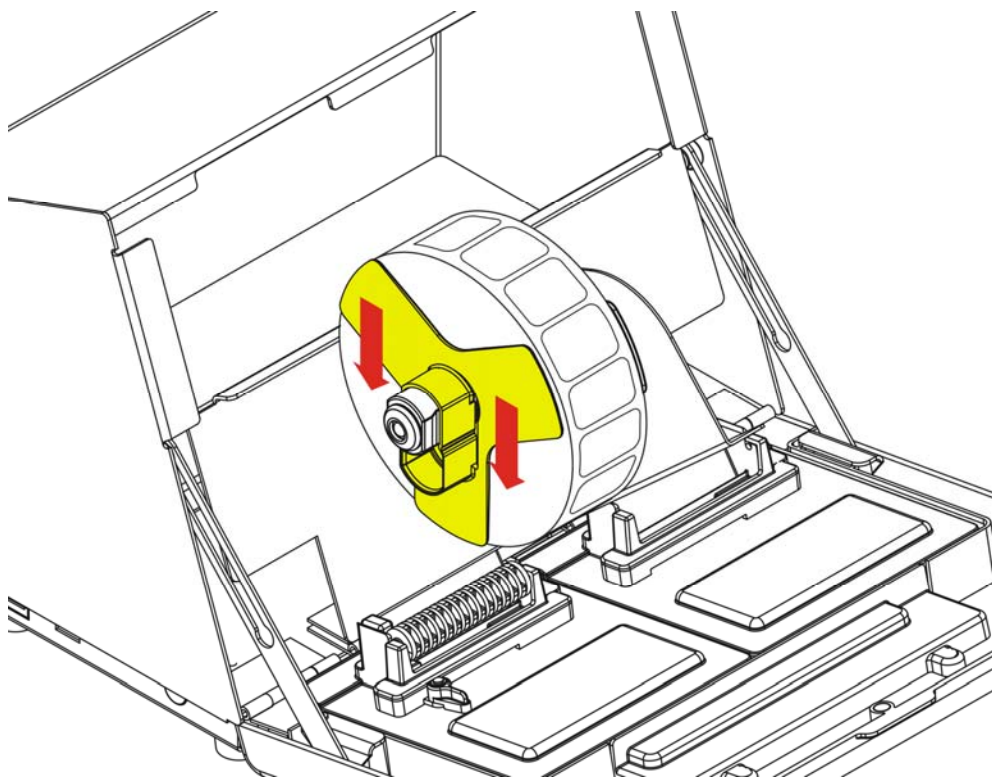
Note: When loading supply, open the supply lever as shown above.

4. Unlock the supply guide. Remove the supply guide from the supply holder.

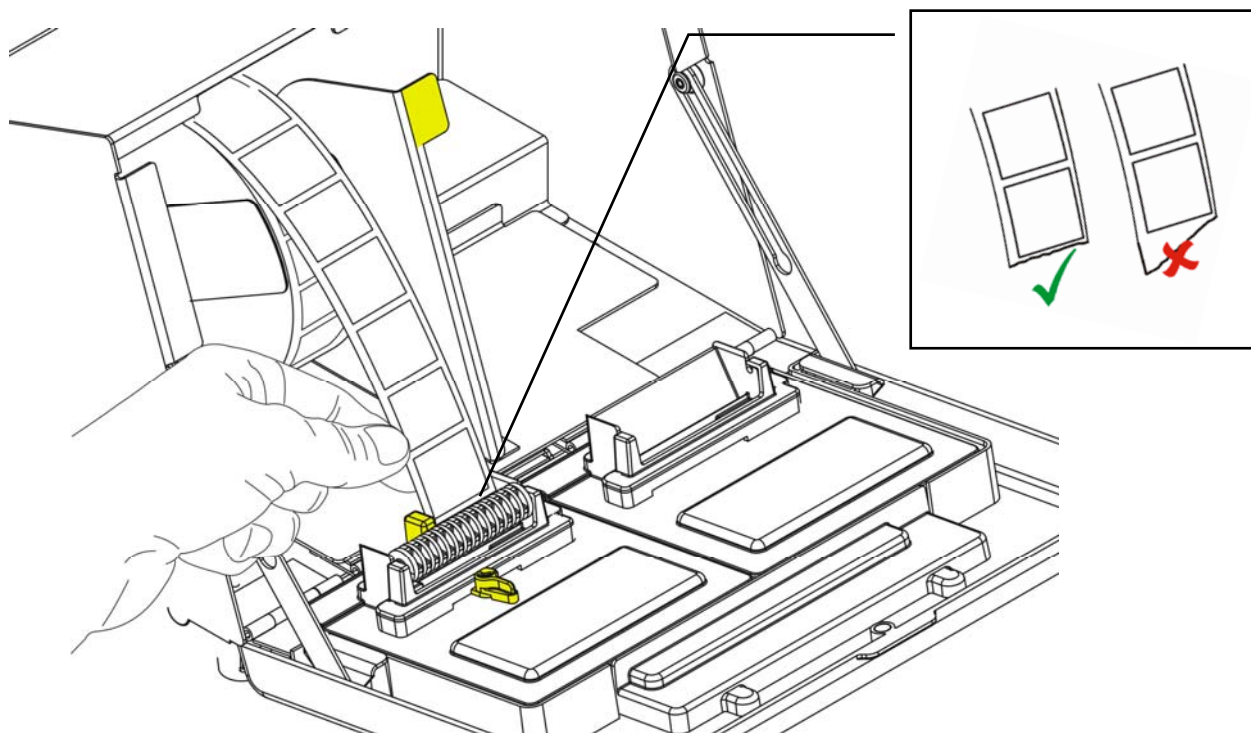


5. Place a roll of labels (label side up) on the supply holder.

6. Place the supply guide on the supply holder until it touches the supply. Lock the supply guide.

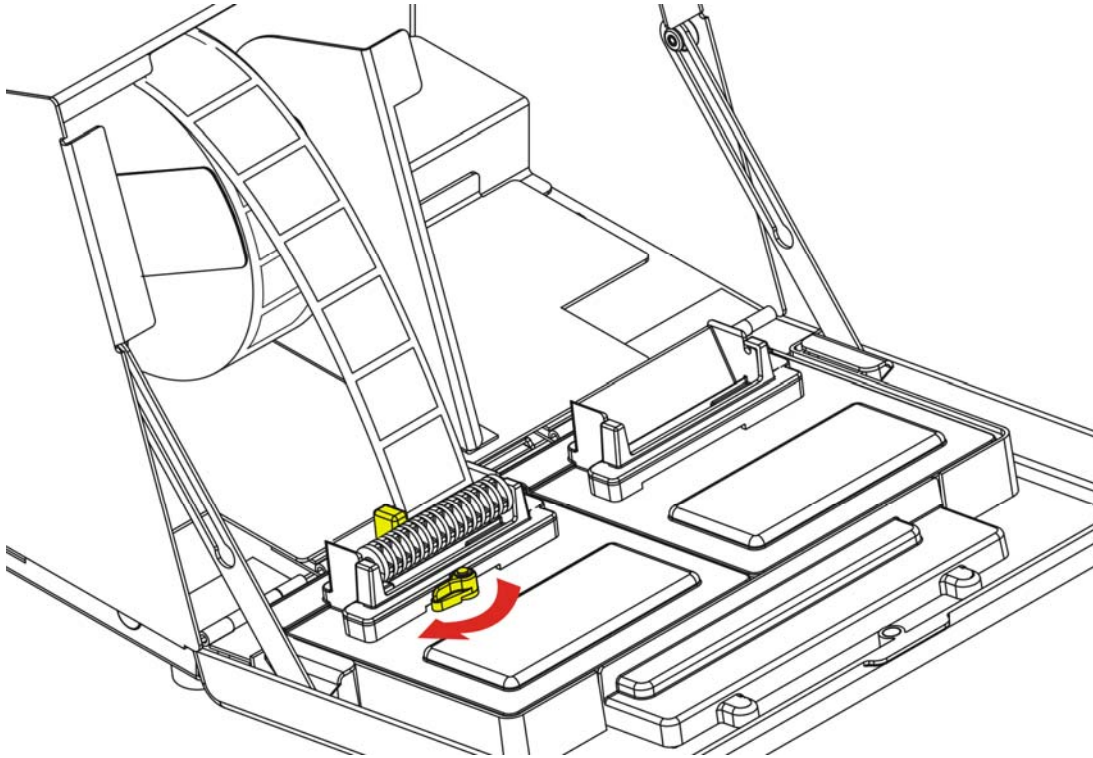


7. Put the supply tab back.
8. Guide the labels along the inside edge and into the slot (behind the white roller). The printer feeds the supply.



Note: Tear a straight edge on the supply before feeding it into the printer.

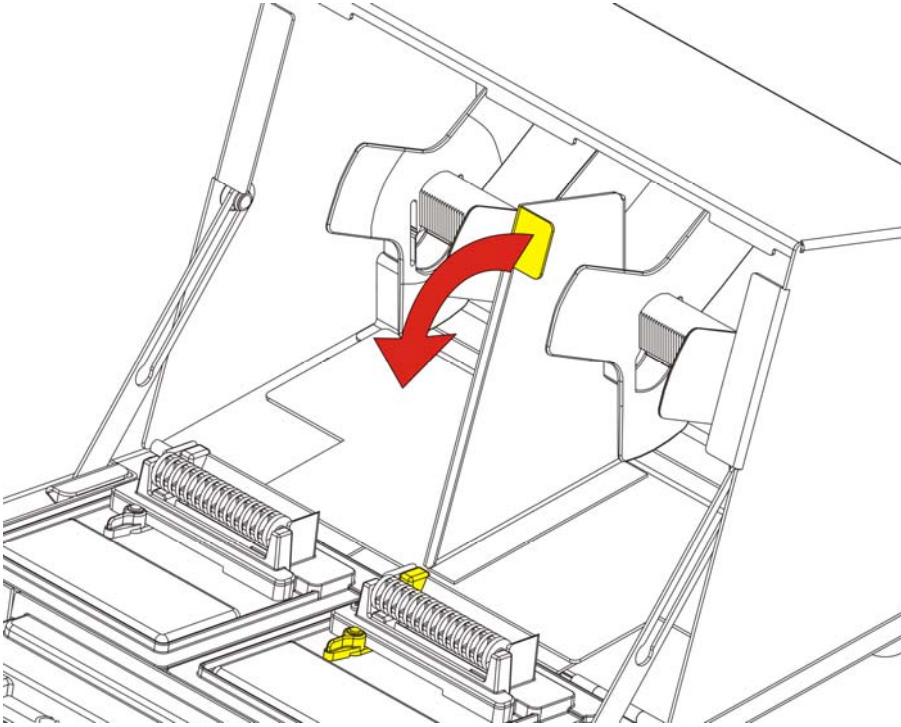
9. Slide the supply lever next to the supply. Close the supply lever.



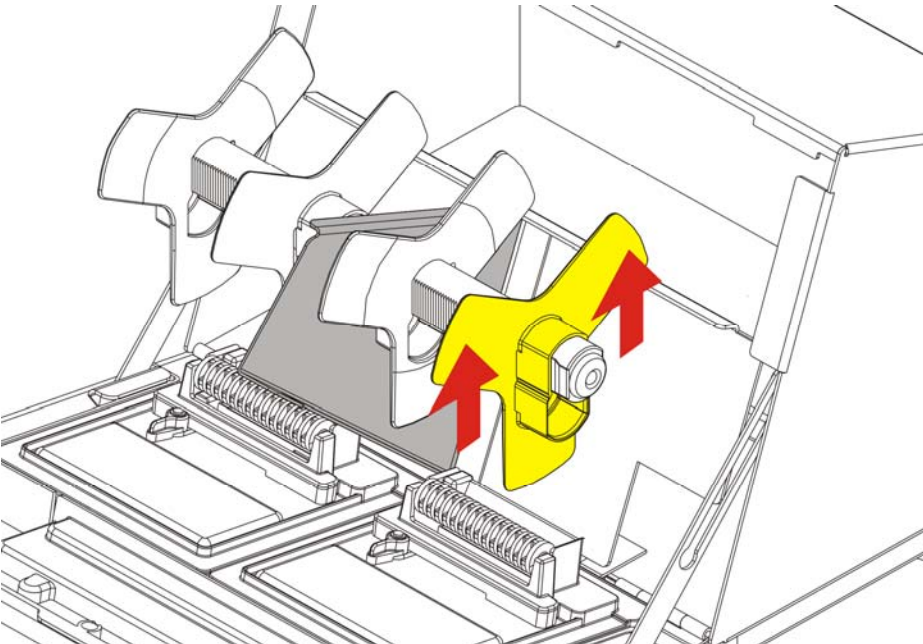
10. Close the cover.

Loading Labels – Right Printer

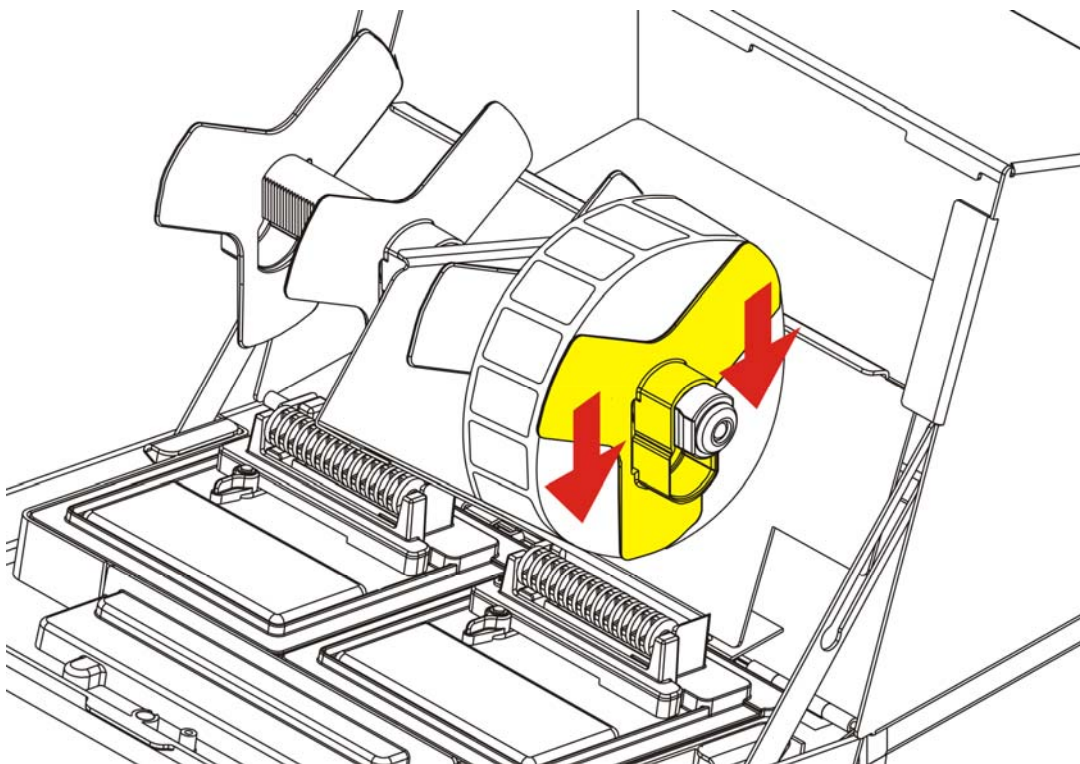
1. Turn on the printer. Press the power button on the side of the printer.
2. Open the cover.
3. Pull on the supply tab.



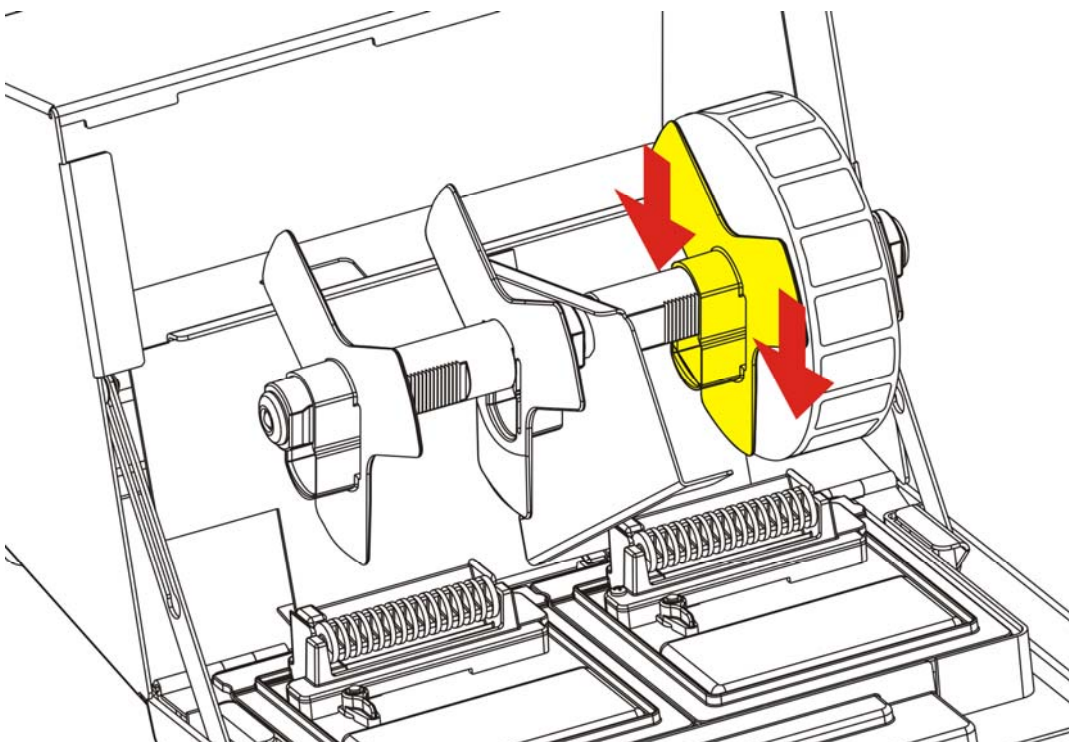
4. Unlock the outer supply guide and remove it.



5. Place a roll of labels (label side up) on the supply holder.
6. Place the outer supply guide on the supply holder and lock it in place.

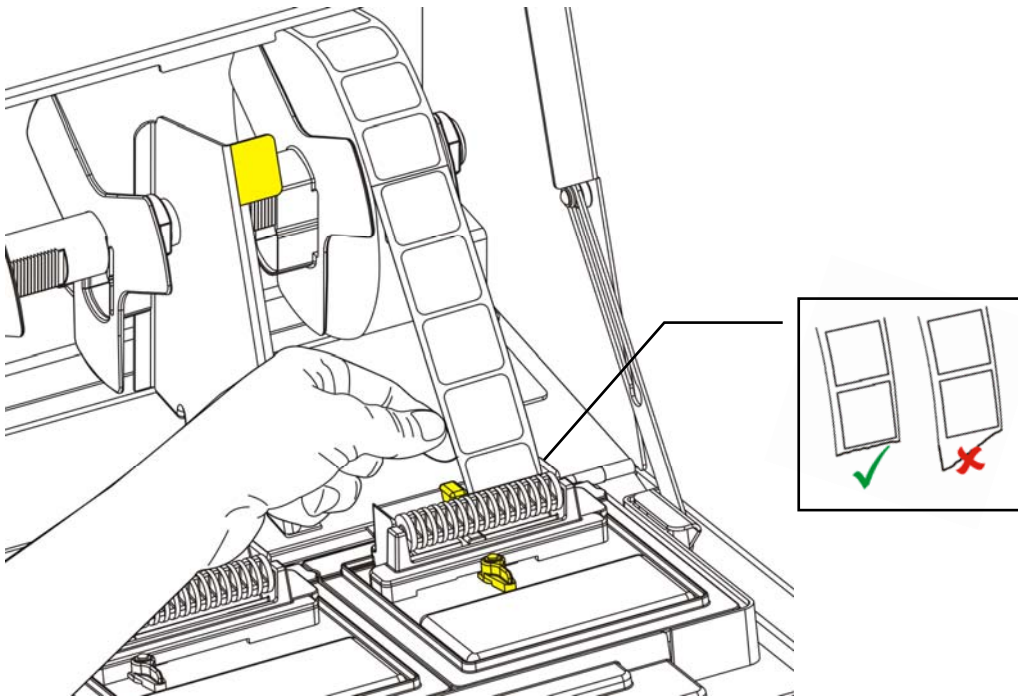


7. Unlock the inner supply guide and move it until it touches the supply. Lock it into place.



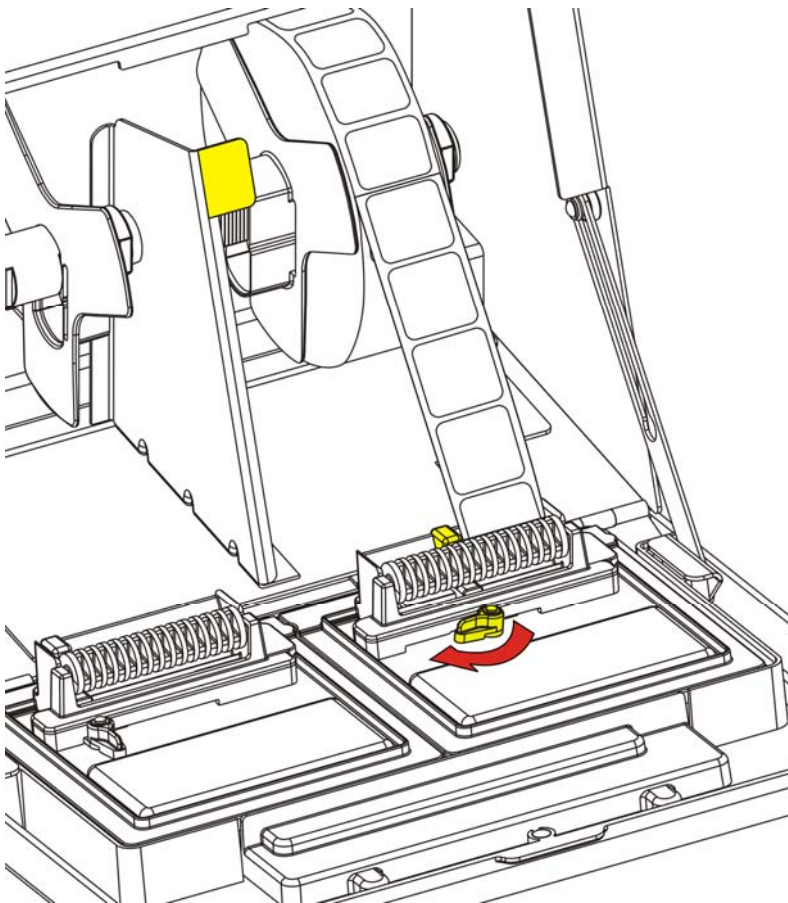
8. Put the supply tab back.

9. Guide the labels along the outside edge and into the slot. The printer feeds the supply.



Note: Tear a straight edge on the supply before feeding it into the printer.

10. Slide the supply lever next to the supply and close it.



11. Close the cover.

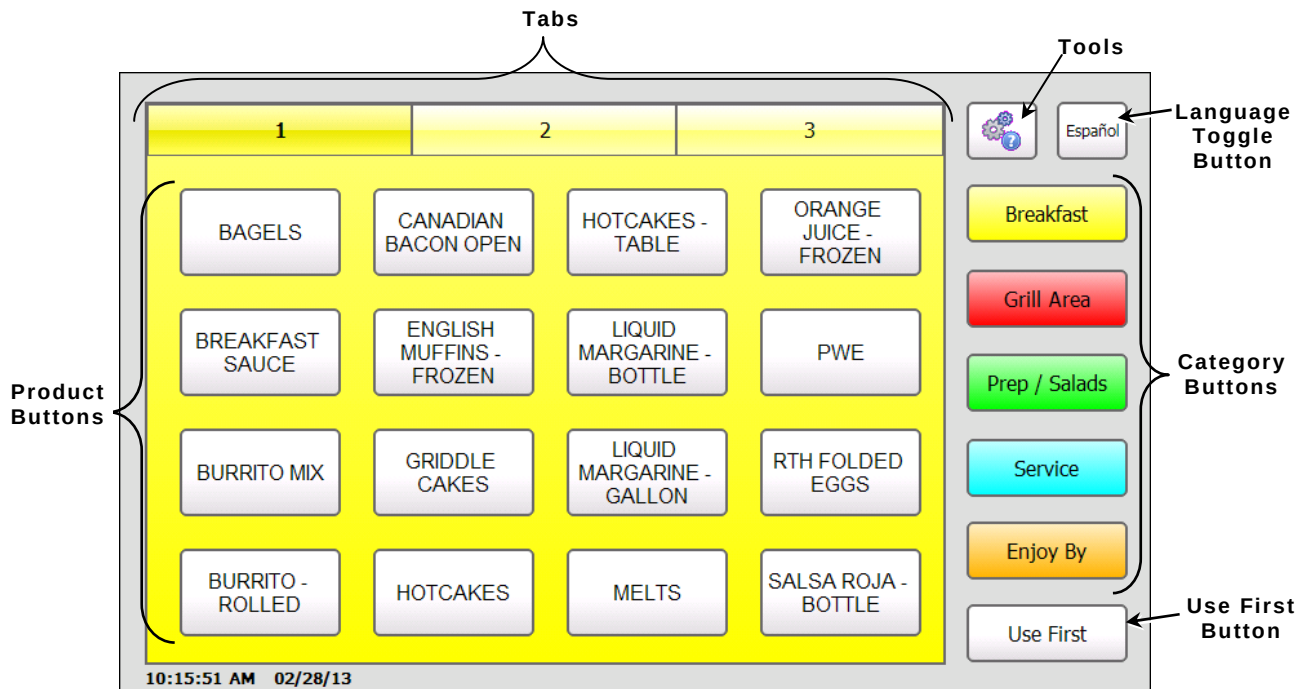
PRINTING LABELS

This chapter describes how to

- ♦ use the application.
- ♦ print freshness labels.
- ♦ print Use First labels.

About the System

The main screen consists of a language toggle button, tools button, five product category buttons, each with three tabs of product buttons, and a “Use First” button.



The product category buttons and their tabs of product buttons are color-coded so you can easily print freshness labels.

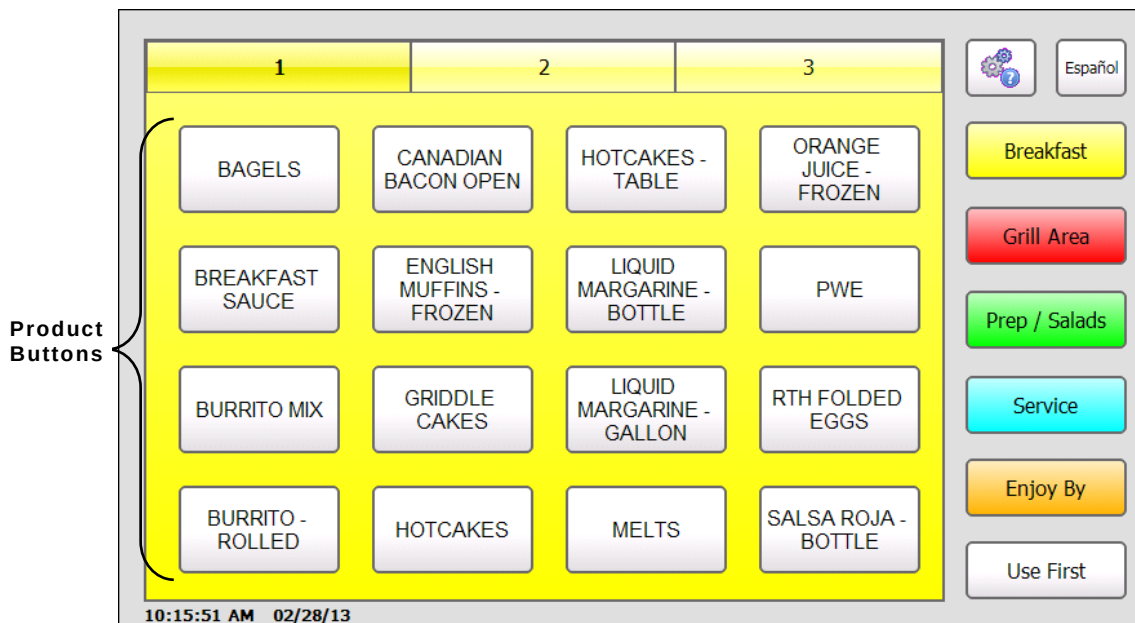
Select a new category by touching one of the color-coded buttons on the right side of the screen.

Touch the language toggle button to switch between English and Spanish.

Note: All products in a category may not appear on the screen. Use the numbered tabs at the top of the screen to view more products.

Printing Freshness Labels

1. Turn on the printer.
2. Press the product button of the label to print.



3. Select the number of labels to print and press **Enter**. To print a single label, press **Enter**.

Enter Print Quantity

7	8	9	Backspace
4	5	6	Clear Field
1	2	3	Enter
0	Cancel		

Single Printer

Enter Print Quantity

7	8	9	Backspace
4	5	6	Clear Field
1	2	3	Enter
0	Cancel		

Left Right

Dual Printer

Note: If you have a dual printer, you can select the number of labels to print, then select the printer (left or right), then press Enter.

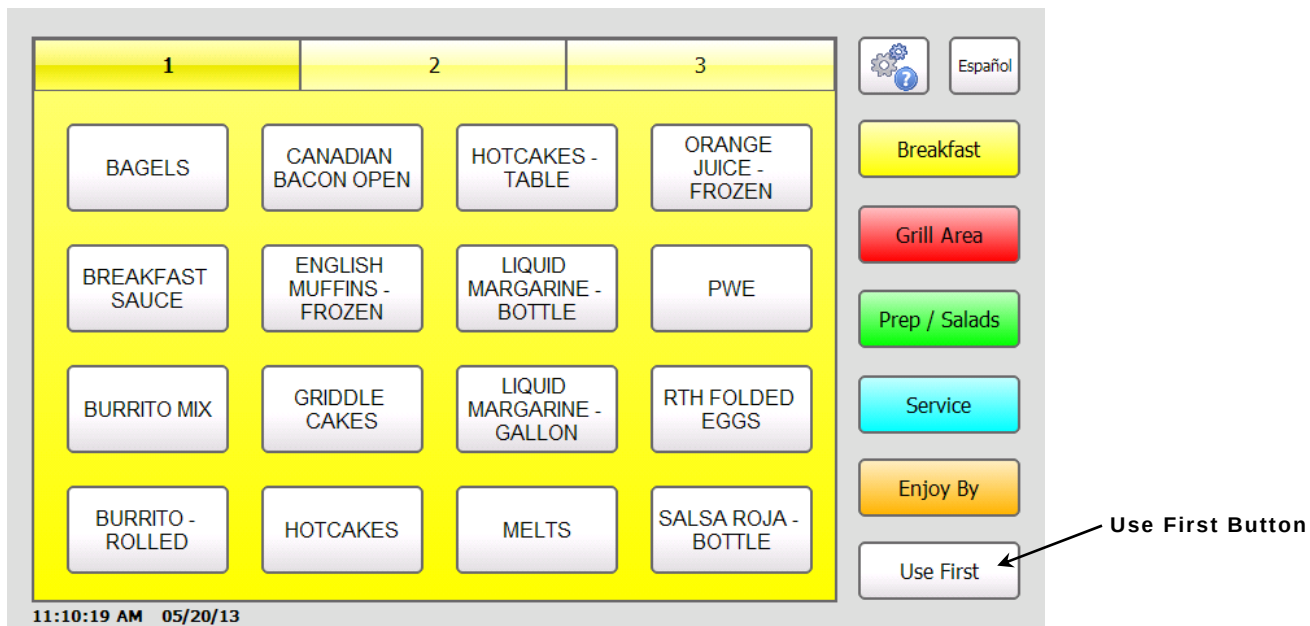
Labels print for the selected product. For example:

Tossed Salad with Chicken	
PREP	
07/25/13	8:05 AM
MUST USE BY	
8:05 AM	
07/28/13	

Printing Use First Labels

Apply a "Use First" label to any product that needs to be used first.

1. Press the **Use First** category button on the right side of the screen.



2. Enter the quantity of Use First labels you need to print and press **Enter**.
OR

Press **Enter** without entering a quantity to print a single label.

Labels with the words "Use First" print.



Sample Label

USING EDIT MODE

This chapter tells you how to

- ♦ enter and exit Edit Mode.
- ♦ add or remove product buttons.
- ♦ edit product descriptions.

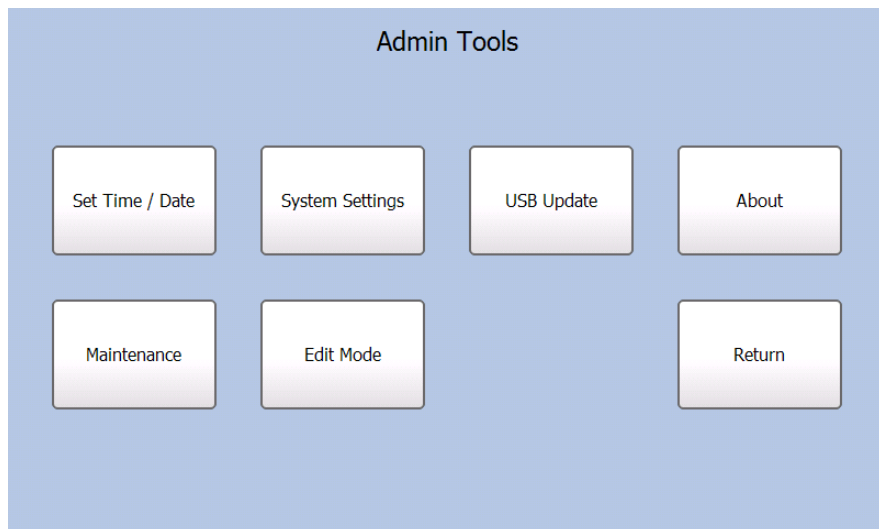
Note: Edit Mode is only for Managers and Supervisors.

Entering Edit Mode

You can make changes to the product buttons. On the printer, use Edit mode or on your PC use the Edit Utility (see Chapter 5, “Using the Edit Utility”).

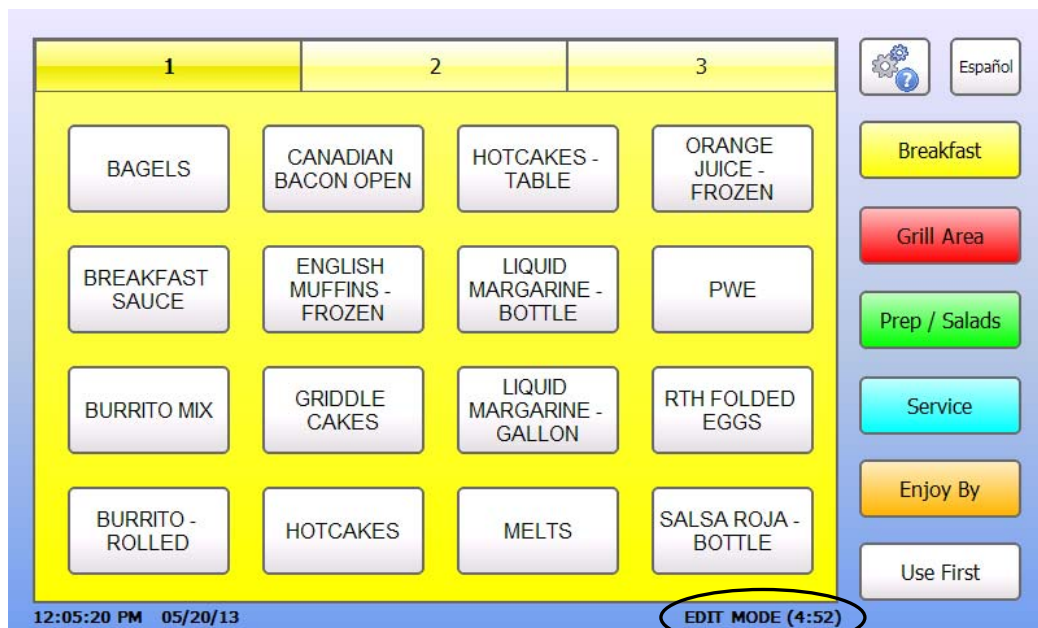
To use Edit Mode:

1. Press the **Tools**  button.
2. Press the **Admin** button.
3. Enter the Admin password then press Enter. The default password is **1234**.



4. Press **Edit Mode**.

You return to the product screen. The background color of the screen changes and “EDIT MODE” appears at the bottom right of the screen. After five minutes of inactivity, Edit Mode closes. The countdown is shown at the bottom right of the screen.

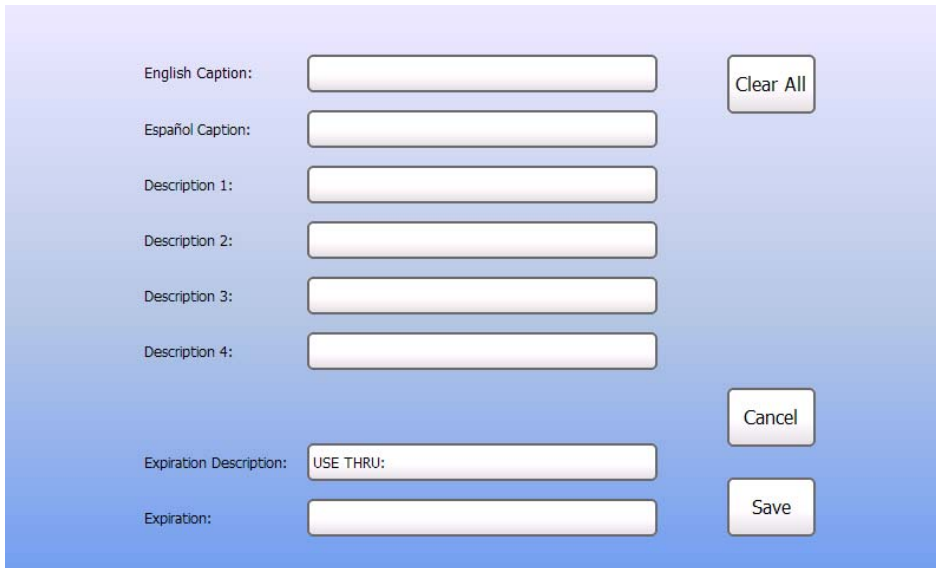


Adding and Removing Products

You must be in Edit Mode to add or remove product buttons.

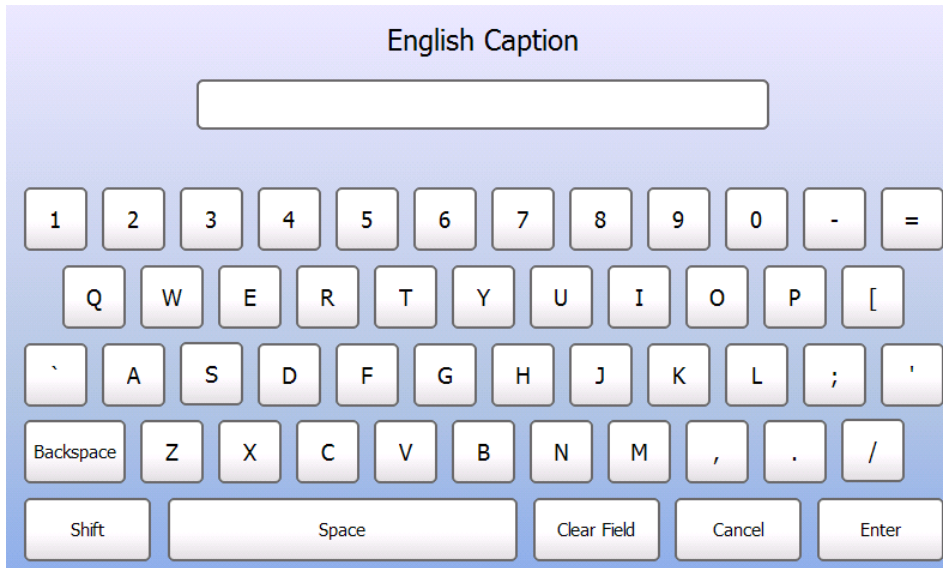
To add a product button:

1. Press any empty product button.



A screenshot of a product edit form with a blue gradient background. The form contains several text input fields and buttons. On the left, there are labels for 'English Caption:', 'Español Caption:', 'Description 1:', 'Description 2:', 'Description 3:', and 'Description 4:', each followed by a white text box. Below these are 'Expiration Description:' (with a placeholder 'USE THRU:') and 'Expiration:', each followed by a white text box. On the right side, there are three buttons: 'Clear All' at the top, 'Cancel' in the middle, and 'Save' at the bottom.

2. Fill in the fields as needed. Touch the text box next to each field to open the keypad.

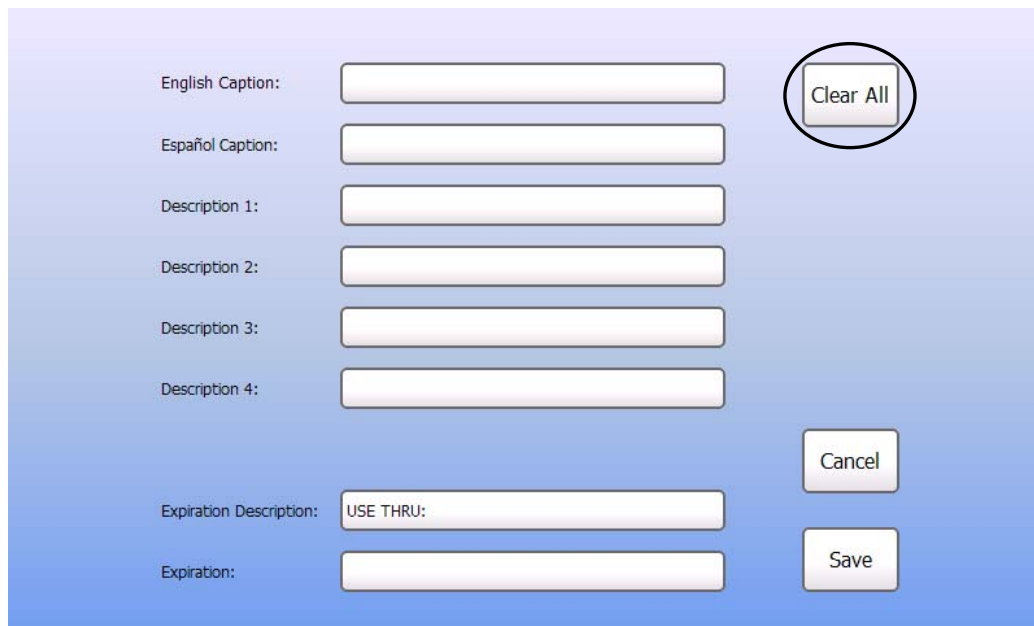


A screenshot of a virtual keypad for editing the 'English Caption' field. The keypad has a blue background. At the top, the text 'English Caption' is centered above a white text input box. Below the text box is a grid of buttons. The first row contains numbers 1 through 0, a hyphen/underscore, and an equals sign. The second row contains letters Q through P and an opening square bracket. The third row contains an apostrophe/quotation mark, letters A through L, and a semicolon/apostrophe. The fourth row contains a Backspace button, letters Z through M, a comma/less-than sign, a period/greater-than sign, and a forward slash/backslash. The bottom row contains a Shift button, a Space button, a Clear Field button, a Cancel button, and an Enter button.

3. Press **Enter** on the keypad each time you complete a field.
4. Touch the text box next to the Expiration Description field.
5. Use the ◀ and ▶ buttons to set the product's expiration time in Days, Hours, and Minutes. Press **OK**.
6. Press **Save** when you are finished. The new product appears on the selected button.

To remove a product button:

1. Press the product button you want to remove.



The screenshot shows a product edit interface with a light blue background. On the left, there are several text input fields: 'English Caption:', 'Español Caption:', 'Description 1:', 'Description 2:', 'Description 3:', 'Description 4:', 'Expiration Description:', and 'Expiration:'. The 'Expiration Description:' field contains the text 'USE THRU:'. On the right side, there are three buttons: 'Clear All' (circled in black), 'Cancel', and 'Save'.

2. Press the **Clear All** button. All existing product information is removed from the screen.
3. Press **Save**.

You return to the product screen; the selected button is blank.

Editing Product Descriptions

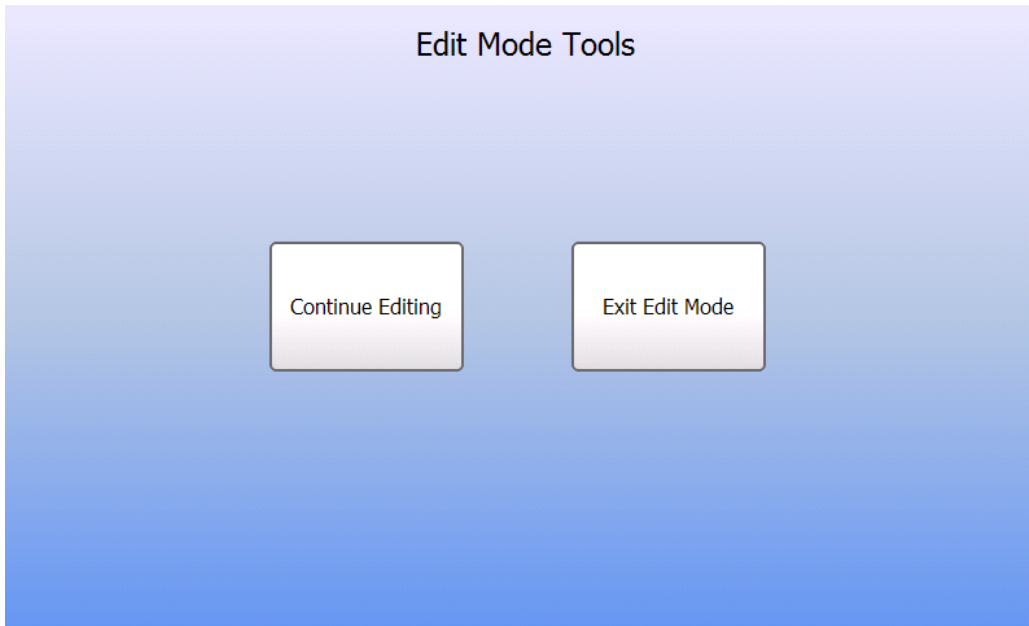
You must be in Edit Mode to change button information.

1. Press the product button to edit.
2. Edit the product information fields as needed. Touch the text box next to each field to open the keypad.
3. Press **Enter** on the keypad each time you complete a field.
4. Press **Save** when you are finished.

Exiting Edit Mode

To exit Edit Mode:

1. Press the **Tools** button.



2. Press **Exit Edit Mode**.

Or, press **Continue Editing** to remain in Edit Mode to make additional changes.
You return to the Product screen.

This chapter tells you how to

- ♦ adjust the supply position, contrast, and print margin.
- ♦ adjust the display settings.
- ♦ format the time and date.
- ♦ change the Manager Password.
- ♦ adjust the network settings.

Note: Only Managers and Supervisors should change printer settings.

Adjusting the Print Settings

Adjust the **X Print Position** to set where data prints horizontally on the supply. The range is -99 to 99. The default value is 0. Increase the margin position to move print to the right; decrease to move print to the left.

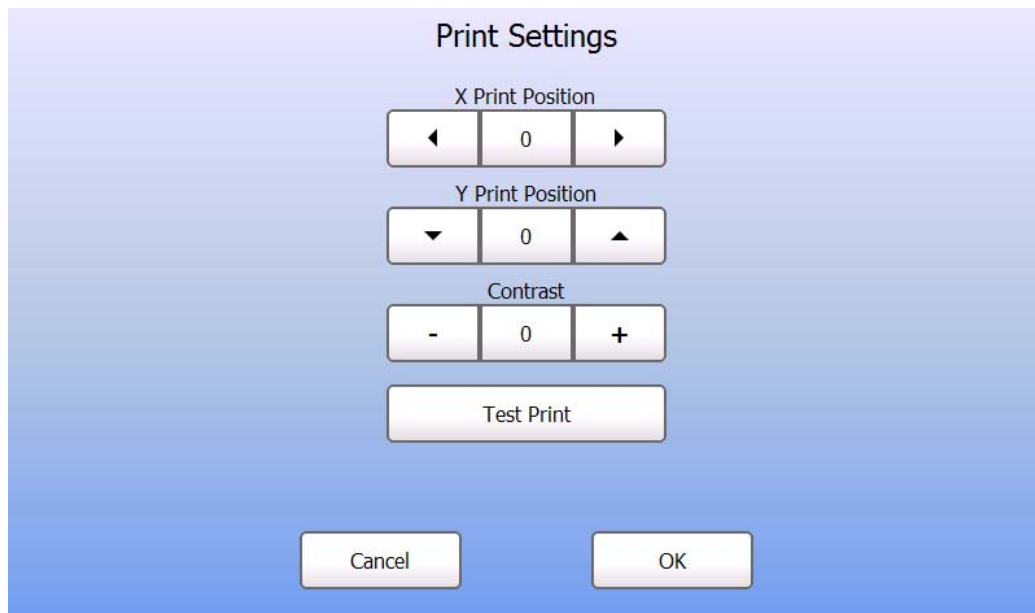
Adjust the **Y Print Position** in or out to easily remove the supply. The range is -128 to 127. The default value is 0. Increase the number to feed more supply out of the chute; decrease the number to feed less supply out of the chute.

Adjust the **Contrast** to control the printing darkness. The range is -100 to 100. The default is 0. Increase the contrast setting to make the print darker; decrease the setting to make the print lighter.

To adjust the print settings:

1. Press the **Tools**  button.
2. Press the **Admin** button.
3. Enter the Admin password then press **Enter**. The default password is 1234.
4. Press **System Settings**.

5. Press **Print Settings**. Use the ◀ and ▶ buttons to adjust the X Print Position, the ▼ and ▲ buttons to adjust the Y Print Position and the - and + buttons to adjust the Contrast.

A screenshot of the 'Print Settings' dialog box. It has a light blue background. At the top, the title 'Print Settings' is centered. Below it, there are three rows of controls. The first row is for 'X Print Position' with a left arrow, a box containing '0', and a right arrow. The second row is for 'Y Print Position' with a down arrow, a box containing '0', and an up arrow. The third row is for 'Contrast' with a minus sign, a box containing '0', and a plus sign. Below these is a 'Test Print' button. At the bottom are 'Cancel' and 'OK' buttons.

Print Settings

X Print Position

Y Print Position

Contrast

Test Print

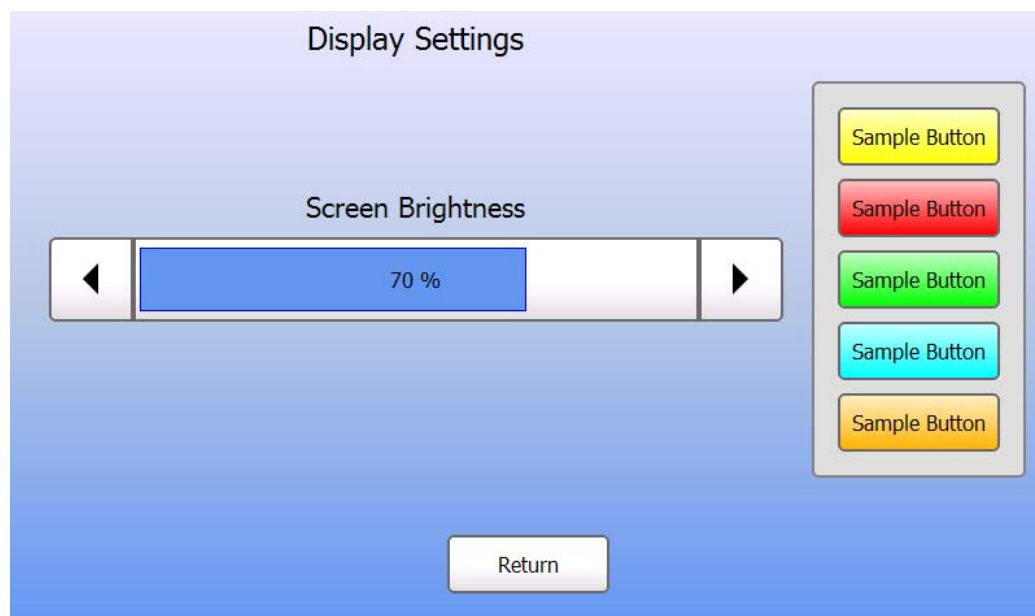
Cancel OK

Note: Press **Test Print** to print a test label after adjusting the settings. Make adjustments if necessary.

6. Press **OK** when you are finished.

Adjusting the Display Settings

1. Press the **Tools** button.
2. Press the **Admin** button.
3. Enter the Admin password then press **Enter**. The default password is 1234.
4. Press **System Settings**.
5. Press **Display Settings**. Use the ◀ and ▶ buttons to adjust the screen brightness. The Sample buttons at the right show how the colors appear at the various brightness settings.

A screenshot of the 'Display Settings' dialog box. It has a light blue background. The title 'Display Settings' is at the top. Below it, the label 'Screen Brightness' is centered. Underneath is a horizontal slider with a left arrow, a blue bar, and a right arrow. The text '70 %' is inside the blue bar. To the right of the slider is a vertical stack of five 'Sample Button' labels, each next to a colored square: yellow, red, green, cyan, and orange. At the bottom is a 'Return' button.

Display Settings

Screen Brightness

70 %

Sample Button

Sample Button

Sample Button

Sample Button

Sample Button

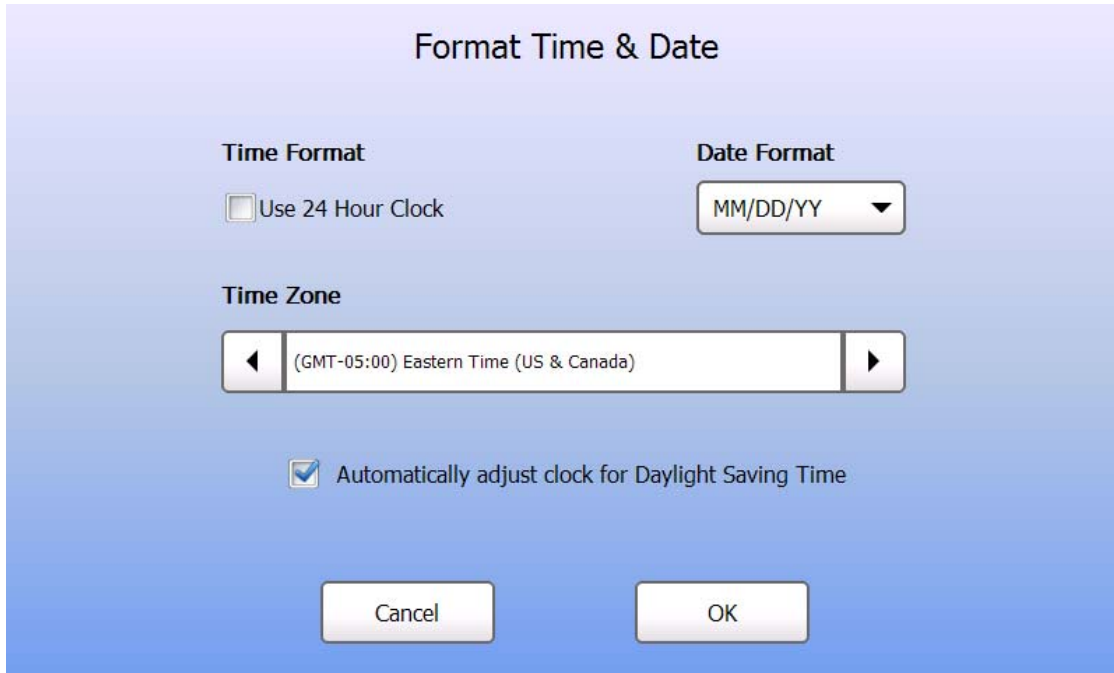
Return

6. Press **Return** when you are finished.

Formatting the Time and Date

To change the way the time/date appear on printed labels:

1. Press the Tools button.
2. Press the **Admin** button.
3. Enter the Admin password then press **Enter**. The default password is 1234.
4. Press **System Settings**.
5. Press **Format Time/Date**.

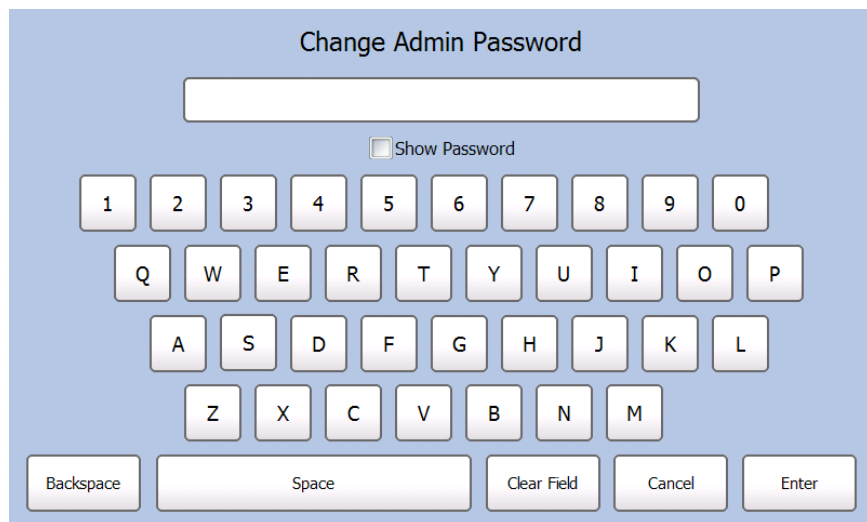
The image shows a 'Format Time & Date' dialog box with a light blue background. At the top, the title 'Format Time & Date' is centered. Below the title, there are three main sections. The first section, 'Time Format', contains a checkbox labeled 'Use 24 Hour Clock' which is currently unchecked. The second section, 'Date Format', contains a dropdown menu showing 'MM/DD/YY' with a downward arrow. The third section, 'Time Zone', contains a text box with '(GMT-05:00) Eastern Time (US & Canada)' and left and right arrow buttons. Below these sections is a checkbox labeled 'Automatically adjust clock for Daylight Saving Time' which is checked. At the bottom of the dialog are two buttons: 'Cancel' on the left and 'OK' on the right.

6. Select the checkbox if you want to use a 24-hour clock. For example, 4:00 p.m. would appear as 16:00.
7. Use the drop down menu to select the date format.
8. Use the ◀ and ▶ buttons to change the Time Zone.
9. Select the check box if you want the clock to automatically adjust for Daylight Savings Time.
10. Press **OK** when you are finished.

Changing the Administrator's Password

To change the Administrator's Password:

1. Press the **Tools** button.
2. Press the **Admin** button.
3. Enter the Admin password then press **Enter**. The default password is **1234**.
4. Press **System Settings**.
5. Press **Change Admin Password**.

The image shows a graphical user interface for changing the administrator password. At the top, the title "Change Admin Password" is centered. Below the title is a single-line text input field. Underneath the input field is a checkbox labeled "Show Password". Below the checkbox is a numeric keypad with buttons for digits 1 through 0. Below the numeric keypad is a QWERTY keyboard layout with buttons for letters Q through M. At the bottom of the screen are five buttons: "Backspace", "Space", "Clear Field", "Cancel", and "Enter".

6. Enter the new password. As you enter the password, the characters are replaced with "*" in the text. Select **Show Password** if you want the characters to appear in the text box.
7. Press **Enter**. The password has been changed.
Make a note of your new password. If you forget your password, call Service.

Adjusting the Network Settings

Use the Network Settings screen to view the network settings or set an IP Address. The printer's current network settings are displayed.

1. Press the **Tools** button.
2. Press the **Admin** button.
3. Enter the Admin password then press **Enter**. The default password is **1234**. The Configure screen appears.
4. Press **System Settings**.
5. Press **Network Settings**. The current network settings appear.

To automatically obtain an IP Address:

You can use DHCP to automatically obtain the printer's IP Address.

Network Settings

Current Values

IP Method: DHCP

IP Address: 0.0.0.0

Subnet Mask: 0.0.0.0

Default Gateway:

DHCP Server:

Lease Obtained:

Lease Expires:

☒ Use DHCP to obtain IP Add automatically

☐ Use a Static IP Address

Network Time Settings

Cancel

OK

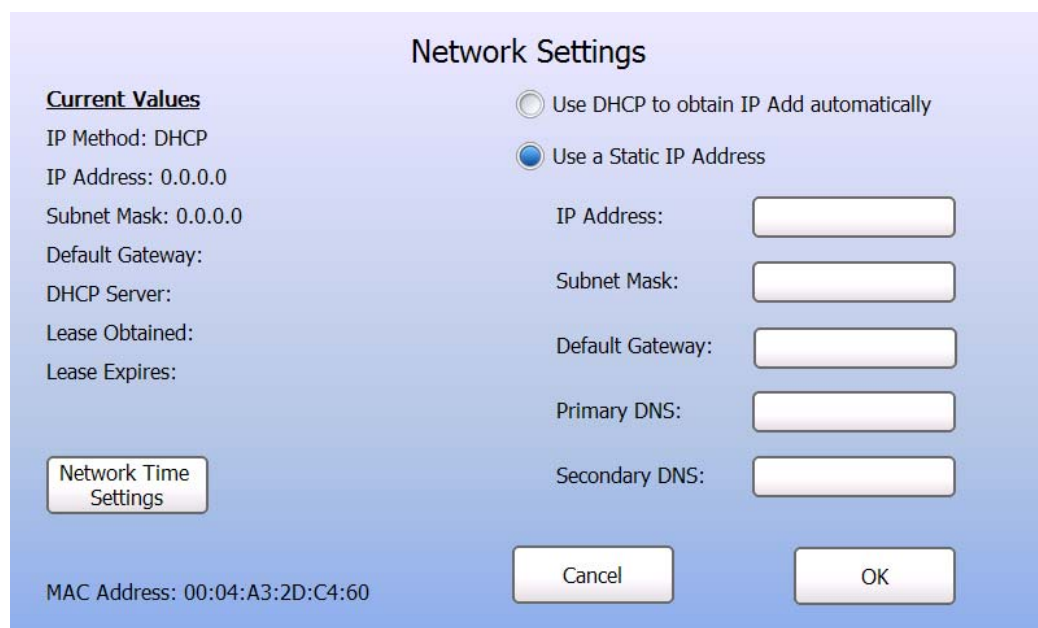
MAC Address: 00:04:A3:2D:C4:60

1. Select **Use DHCP to obtain IP Add automatically**.
2. Press **OK** when you are finished.

To enter an IP Address:

You can assign the printer a static IP Address.

1. Select **Use a Static IP Address**.



The screenshot shows the 'Network Settings' screen. On the left, under 'Current Values', are fields for IP Method (DHCP), IP Address (0.0.0.0), Subnet Mask (0.0.0.0), Default Gateway, DHCP Server, Lease Obtained, and Lease Expires. A 'Network Time Settings' button is at the bottom left. On the right, there are two radio buttons: 'Use DHCP to obtain IP Add automatically' (unselected) and 'Use a Static IP Address' (selected). Below these are input fields for IP Address, Subnet Mask, Default Gateway, Primary DNS, and Secondary DNS. At the bottom are 'Cancel' and 'OK' buttons. The MAC Address 00:04:A3:2D:C4:60 is displayed at the bottom left.

2. Touch the text box next to each field to enter the information as needed.

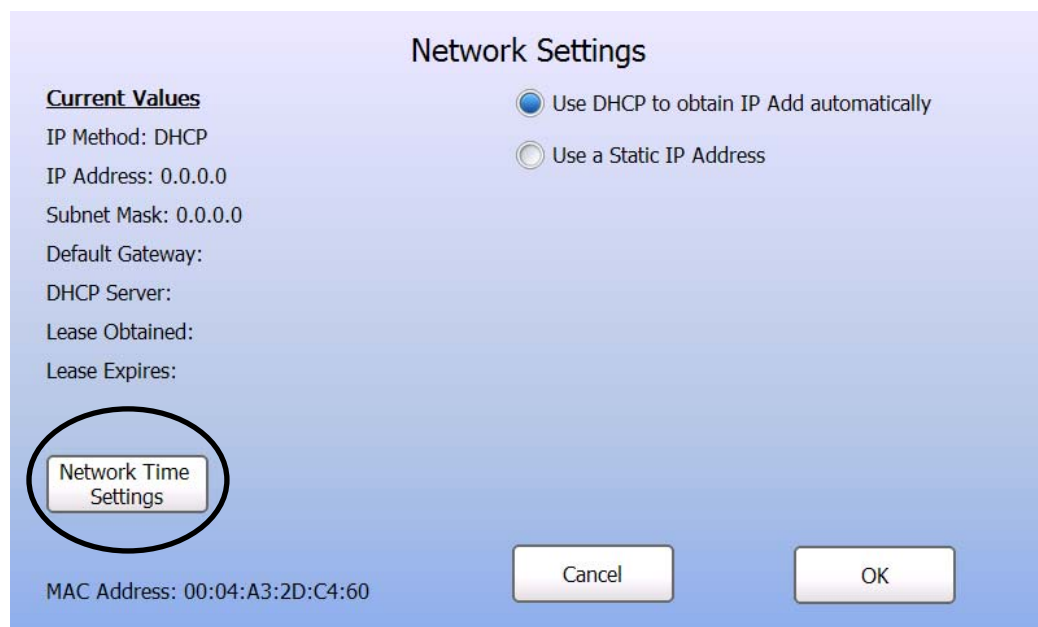
3. Press **Enter** on the keypad each time you complete a field.

4. Press **OK** when you are finished.

Selecting your Network Time Server

If your printer is connected to a network with Internet access or to a network time server, use this screen to adjust the settings.

1. Press the **Network Time Settings** button.



This screenshot is identical to the previous one, but the 'Network Time Settings' button at the bottom left is circled with a black line to indicate it should be selected.

2. Select the check box if you want to automatically synchronize your clock with a Network Time Server.

The screenshot shows a dialog box titled "Network Time Settings" with a light blue background. At the top, there is a checked checkbox labeled "Auto sync with a Network Time Server". Below this, there are two main sections. The left section, titled "Network Time Servers", contains a list box with two entries: "tock.usno.navy.mil" and "time.windows.com". To the right of the list box are three buttons: "Add", "Edit", and "Remove". The right section, titled "Update Interval", contains three buttons: a "+" button, a text box containing the number "2" followed by the text "Hour(s)", and a "-" button. At the bottom of the dialog box are two buttons: "Cancel" and "OK".

3. To add a new Network Time Server press **Add**. Use the keypad to enter the server address. Press Enter on the keypad each time you complete a field.
To edit an existing Network Time Server, select the server name from the box then press **Edit**. Use the keypad to change the server address as needed.
To remove an existing Network Time server, select the server name from the box then press **Remove**.
4. Adjust the frequency at which your clock synchronizes with the Network Time Server. Use the + and – buttons to adjust the setting up or down.
5. Press **OK** when you are finished.

This chapter tells you how to

- ♦ install the Edit Utility.
- ♦ configure the network settings.
- ♦ upload printer data files to your computer.
- ♦ edit the product data file.
- ♦ update the product data file.

Note: The Edit Utility is only for Managers and Supervisors.

Once you install the Edit Utility on your computer, you can create a new product data file and edit an existing product data file.

System Requirements

To install and use the Monarch® FreshMarx® Edit Utility, your PC must meet these requirements:

Supported Operating Systems:	♦ Windows XP ♦ Windows Vista ♦ Windows 7
Minimum Software Requirements:	Microsoft Internet Explorer 6.0 w/Service Pack 1 Windows 3.1 Installer
Processor:	1 GHz minimum recommended
Memory (RAM):	1 GB minimum recommended
Hard Disk Space:	1 GB minimum recommended

Installing the Edit Utility

To install the Edit Utility on your computer:

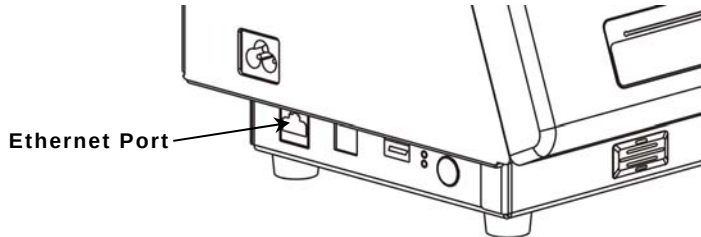
1. Download the latest Edit Utility. Save the downloaded file on your computer.
2. Open the downloaded file and follow the on screen instructions to complete the installation.

Configuring the Network Settings

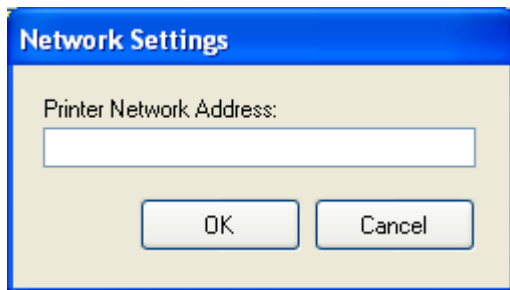
To communicate with the printer using Ethernet, you must enter your printer's IP Address within the Edit Utility. See Chapter 4, "Adjusting the Network Settings" to view your printer's IP Address.

Entering the Printer's IP Address in the Edit Utility

1. Connect the printer to your computer using an Ethernet cable.



2. Turn on the printer.
3. Start the Edit Utility.
4. Select **Setup**, then **Network**.



5. Enter the printer's IP address.
6. Press **OK**.

Uploading the Product Data File

You can use an Ethernet connection to retrieve an existing product data file from the printer and save it to your computer. To perform updates using Ethernet, the Edit Utility's IP Address must match the printer's IP Address.

1. Connect the printer to your computer using an Ethernet cable.
2. Turn on the printer.
3. Start the Edit Utility.
4. Enter the Printer's IP Address in the Edit Utility (if you have not already done so).
5. Select **Update**, then **Upload Product Data**.

If you already have a product data file open in the *Edit Utility*, you are prompted to save changes. Click either **Yes** or **No**.

If you select **Yes**, enter a file name and click **Save**. The data file must be saved as a Unicode text file (.dat) to be loaded into a printer.

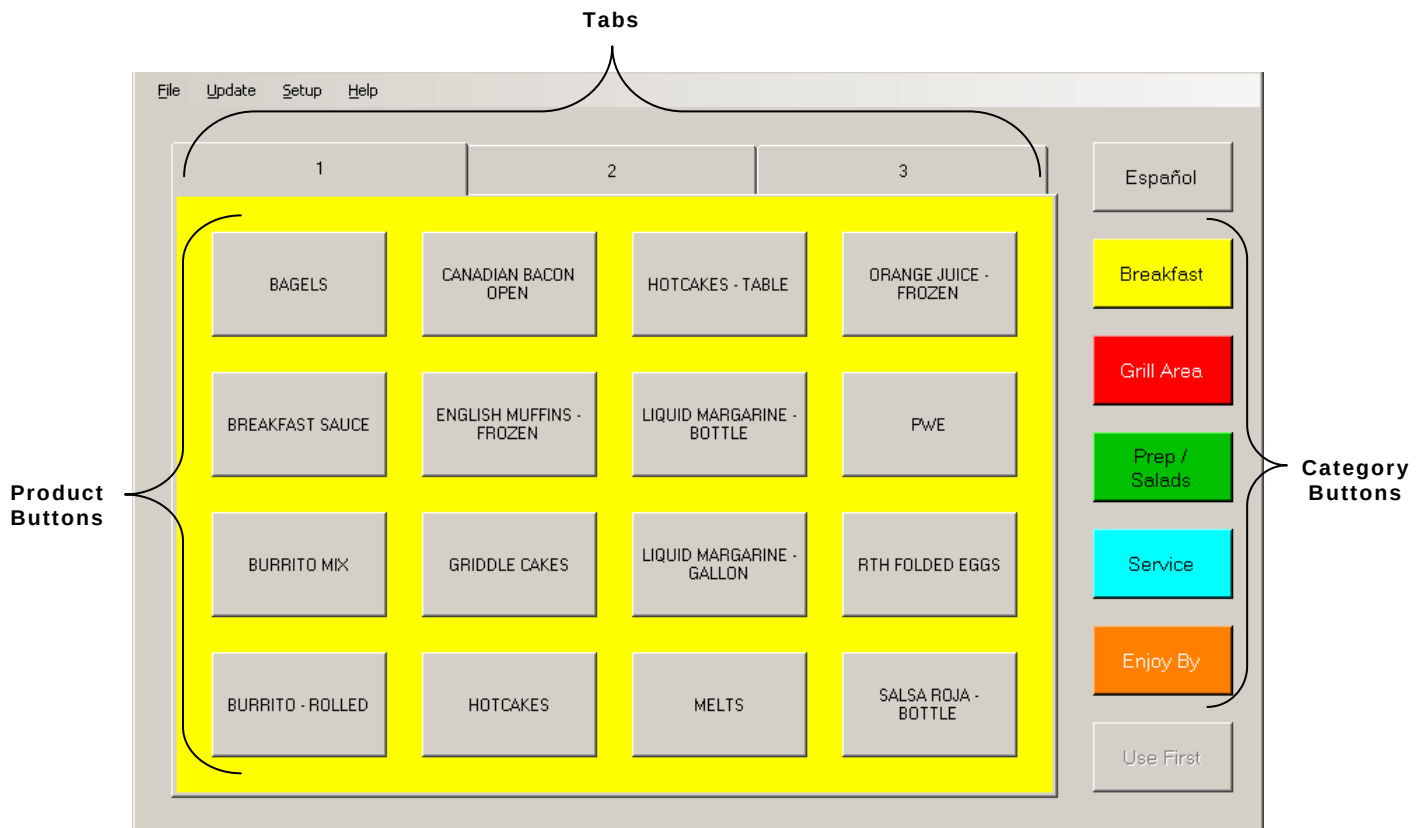
If you select **No**, a message appears, "Receiving product data..."

6. Select your .dat file and click **Save**. The product data file from the printer is saved as ProdData.dat.

Note: If you do not have an Ethernet cable, you can transfer your data file via USB Flash Drive. See Chapter 7, "Copying the Data File".

Editing the Data File

1. Select **File**, then **Open...** to edit an existing data (.dat) file. Or, select **File**, then **New** to create a new data file from a blank template.



You see your data file or a blank template.

Note: Click the Category Buttons on the right to edit product buttons within different categories. Click the numbered tabs along the top to edit additional product buttons.

2. Click on the product button you want to edit or click a blank button to add a new product.
3. Enter the information as needed. Click **OK** when finished.
4. Click **File**, then **Save** to save changes. The data file must be saved as a Unicode text file (.dat) to be loaded into a printer.

Button Properties

English Name:

Español Name:

Label Data

Description 1:

Description 2:

Description 3:

Description 4:

Use By

Description:

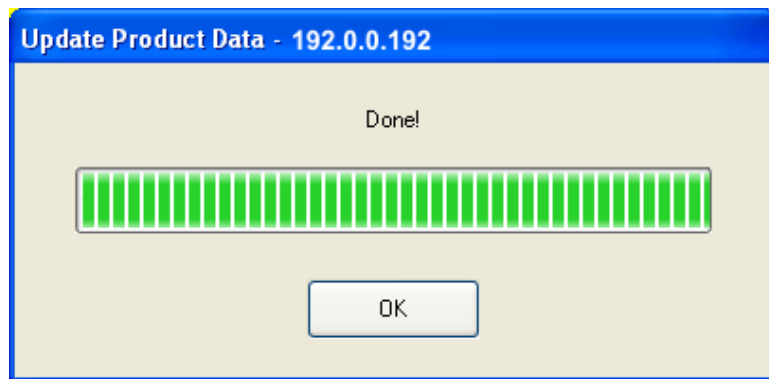
Duration: Days Hours Minutes

Updating the Product Data File

You can use an Ethernet connection to transfer your data file from the computer to your printer. To perform updates using Ethernet, the Edit Utility's IP address must match the printer's IP address. See "Entering the Printer's IP Address in the Edit Utility" for more information.

When you are done making changes to the Product Data file, you can download it to the printer.

1. Start the Edit Utility.
2. Open the data file to transfer to the printer.
3. Connect the printer to your computer using an Ethernet cable.
4. Turn on the printer.
5. Click **Update**, then **Product Data**. A message appears when the download is complete.



6. Click **OK**.

Note: If you do not have an Ethernet connection, see "Updating your Product Data File via USB" for more information.

Updating the Application's Software

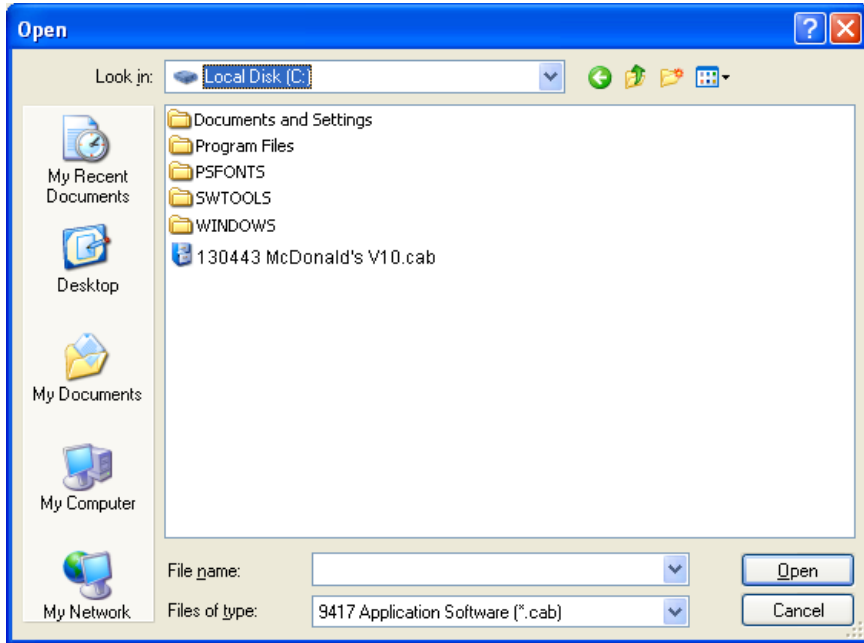
You can use an Ethernet connection to update the Application's software. To perform updates using Ethernet, the Edit Utility's IP address must match the printer's IP address.

Download the latest application from the Web site to your computer.

Note: Save the file to your computer's hard drive, not a network drive.

1. Start the Edit Utility.
2. Connect the printer to your computer using an Ethernet cable.
3. Turn on the printer.

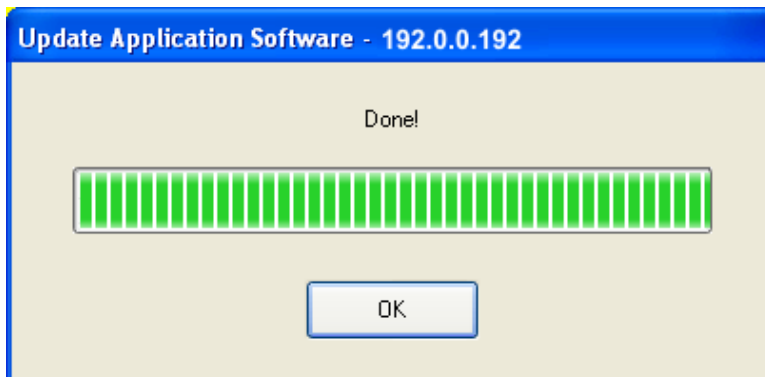
4. Click **Update**, then **Application Software**.



5. Select the **130443 McDonald's Vxx.cab** ("xx" indicates the version number) file you downloaded from the Web site.

6. Click **Open**.

7. The printer enters download mode. This may take several minutes. A message appears when the download is complete.



8. Click **OK**.

The printer restarts automatically and loads the latest application.

Note: If you do not have an Ethernet connection, see "Updating your Application's Software via USB" for more information.

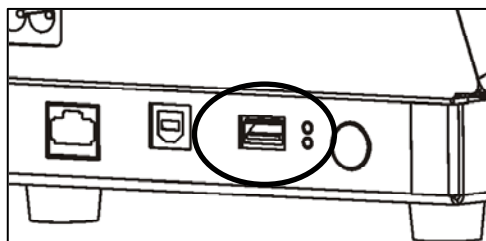
This chapter tells you how to

- ♦ update your printer's Product Data file.
- ♦ update your printer's Application Software.

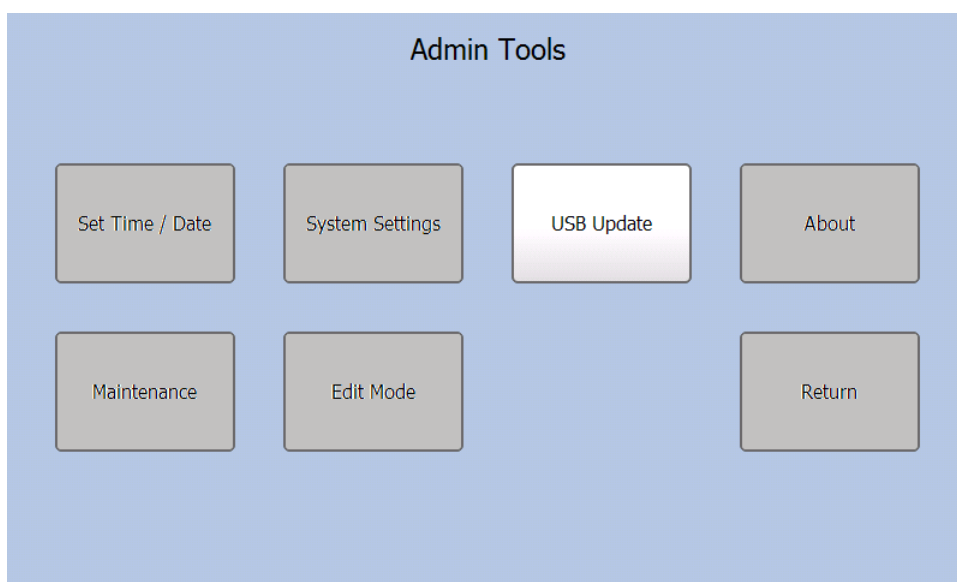
Updating Your Product Data File via USB

You can use a USB Flash Drive to transfer your updated product data file from your PC to your printer. Save your data file in the root directory on a USB Flash Drive.

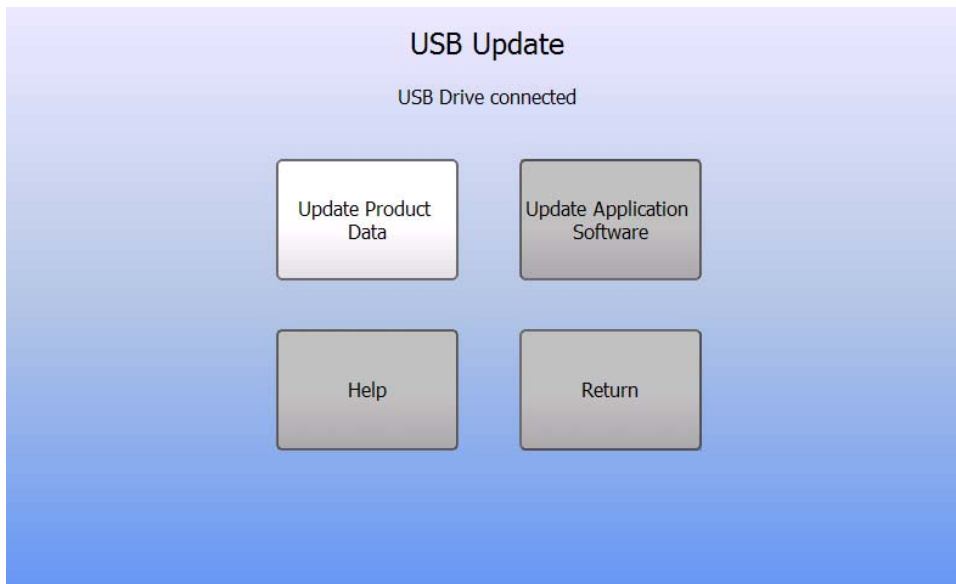
1. Plug the USB Flash Drive into the USB port on the side of the printer.



2. Press the **Tools**  button.
3. Press the **Admin** button.
4. Enter the Admin password then press **Enter**. The default password is **1234**.

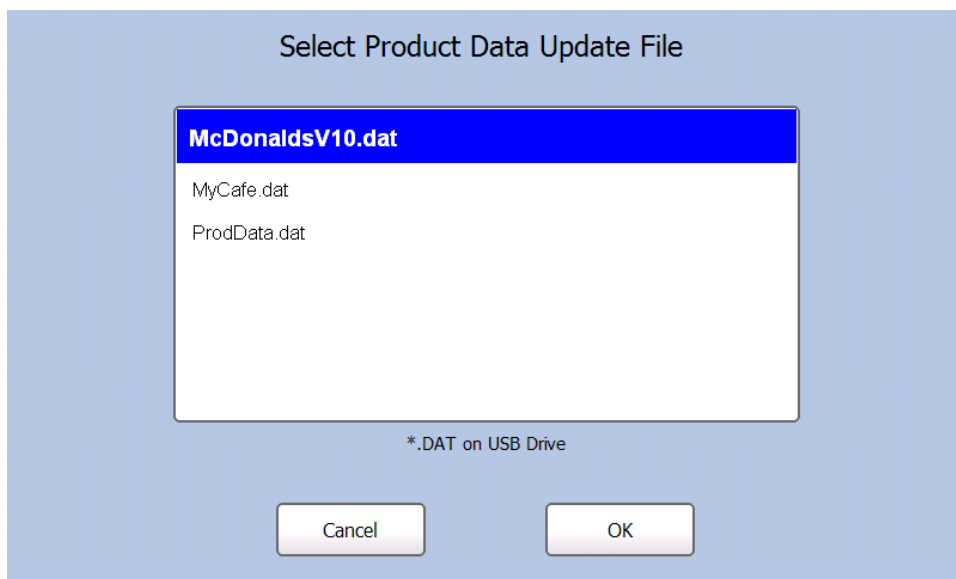


5. Press **USB Update**.



6. Press **Update Product Data**.

If you have more than one Product Data file stored on your USB Flash Drive, select the file you want to install then press **OK**.



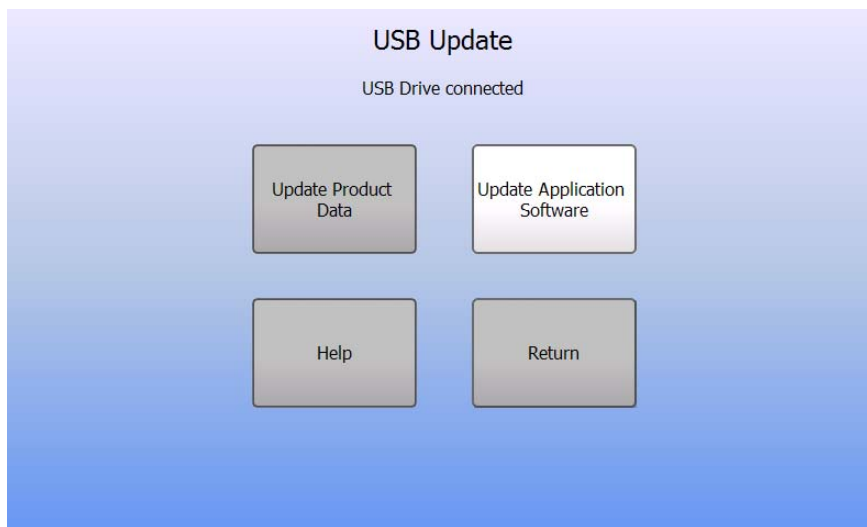
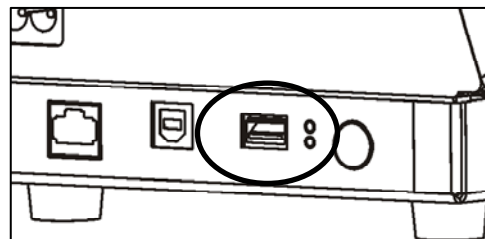
7. A message appears when the file is loaded. Press **OK** to continue.

8. Remove the USB Flash Drive.

Updating Your Application's Software via USB

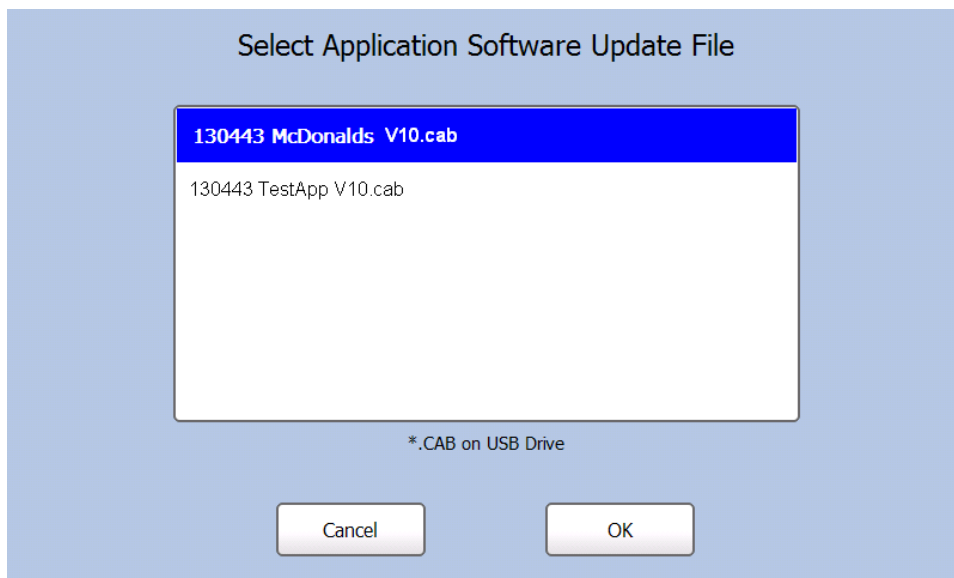
You can use a USB Flash Drive to transfer updated Application Software from your PC to your printer. Save the latest application in the root directory of a USB Flash Drive.

1. Turn on the printer.
2. Plug the USB Flash Drive into the USB port on the side of the printer.
3. Press the **Tools** button.
4. Press the **Admin** button.
5. Enter the Admin password then press **Enter**. The default password is **1234**.



6. Press **USB Update**.
7. Press **Update Application Software**.

If you have more than one Product Data file stored on your USB Flash Drive, select the file you want to install then press **OK**.



Installation may take several minutes. When the update is complete, the printer restarts.

8. Remove the USB Flash Drive.

This chapter tells you how to

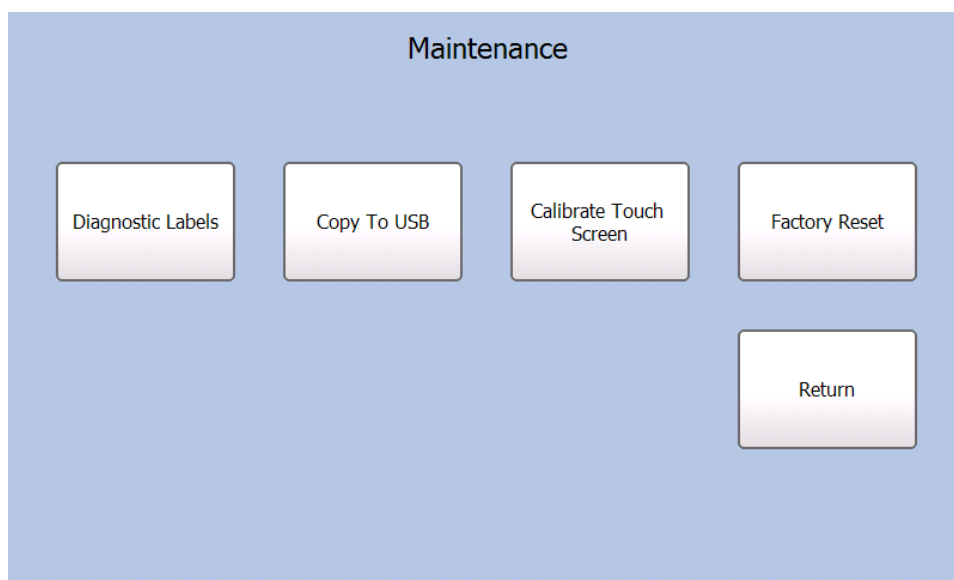
- ♦ print diagnostic labels.
- ♦ copy the data file from the printer to a USB Flash Drive.
- ♦ calibrate the touch screen.
- ♦ perform a factory reset.
- ♦ clear label jams.
- ♦ clean the platen roller and printhead.
- ♦ clean the printer.

Printing Diagnostic Labels

Several diagnostic labels are available: Version Information, Network Information, Gray Scale, and Checkerboard.

To print any of the diagnostic labels:

1. Press the **Tools**  button.
2. Press the **Admin** button.
3. Enter the Admin password and press **Enter**. The default password is 1234.
4. Press **Maintenance**.



5. Press **Diagnostic Labels**

Version Information

The Version Information label shows the model number and application part number along with version numbers for the application, core, print engine and main board.

Press

The following label prints:

Version Information

Avery Dennison M9417
P/N 130443
App Version 1.0
Core 8457 (2013-07-23)
Print Engine V1.0
Mainboard CC - PE Board AB

Network Information

The Network Information labels shows the method for obtaining an IP address, the IP address, Subnet mask, Gateway address, and MAC address.

Press

The following label prints:

Network Information

Avery Dennison M9417
IP Method DHCP
IP Addr 192.0.192.0
Subnet 255.255.0.0
Gateway 192.192.0.0
MAC Address
00 05 B4 42 AB C4

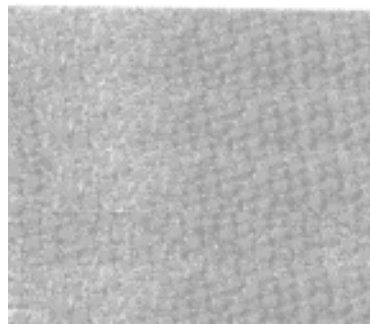
Gray Scale

The gray scale test checks the uniformity of the printing. The printed sample should be uniformly gray across the supply. If you see voids, keep the sample and call Service.

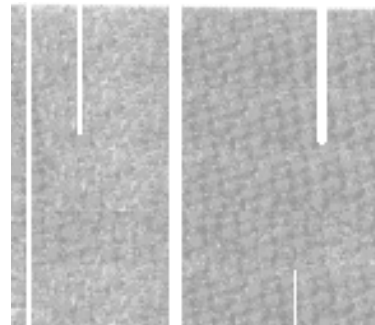
Press

The following label prints:

Gray Scale



Sample



Sample with voids

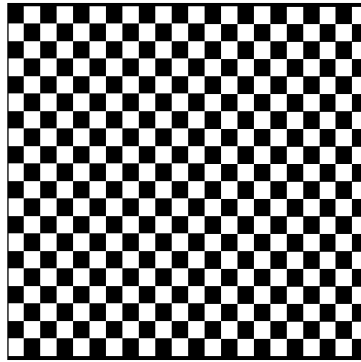
Checkerboard

Prints a label to verify that the printhead strobes are working. If the printed sample has fewer lines or no lines, keep the sample and call Service.

Press

The following label prints:

Checkerboard



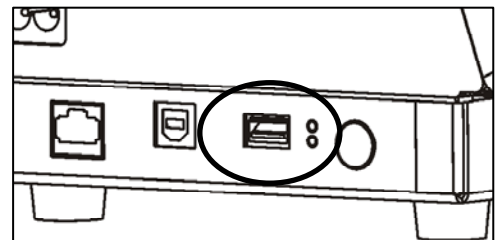
Copying Data File to USB Flash Drive

You can copy the Product Data File from the printer to a USB Flash Drive.

1. Insert a USB Flash Drive into the port on the side of the printer.
2. Press the **Tools** button.
3. Press the **Admin** button.
4. Enter the Admin password and press **Enter**. The default password is 1234.
5. Press **Maintenance**.
6. Press **Copy to USB**.

A message appears when the file is copied. Press **OK**.

Note: When the Product Data File is saved to the USB Flash Drive, the file name is ProdData.dat



Calibrating the Touch Screen

Calibrate the touch screen so the buttons respond correctly when pressed.

1. Press the **Tools** button.
2. Press the **Admin** button.
3. Enter the Admin password and press **Enter**. The default password is 1234.
4. Press **Maintenance**.
5. Press **Calibrate Touch Screen**.
6. Follow the on-screen instructions. The application runs automatically when you are finished.

Note: Be sure that you only touch the screen in the center of the crosshair and that nothing touches any other part of the screen during calibration.

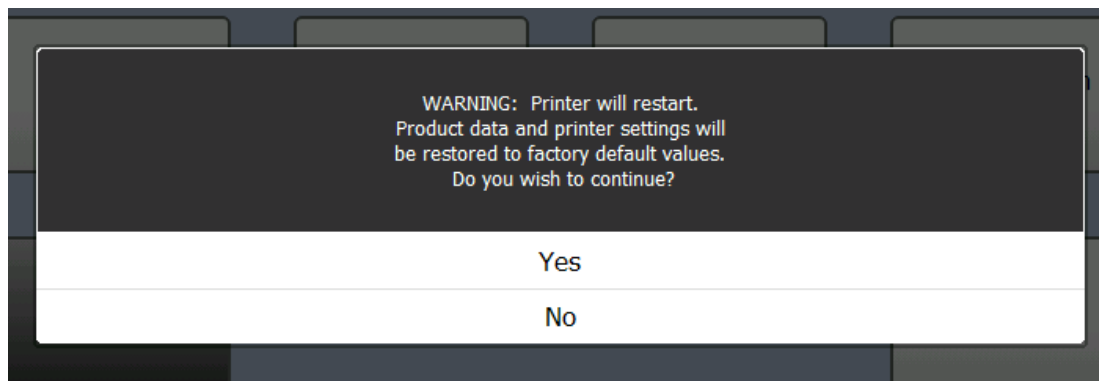
Performing a Factory Reset

Use Factory Reset to delete all data files from the printer. Data files include the product button information, password, and printer configuration settings.

It may be necessary to delete data files when there are errors in the current data files.

Note: Before deleting the printer's data files, you may want to upload the Product Data file to your computer or to a USB Flash Drive to save the product button information. See "Uploading the Product Data File" or "Copying a Data File to a USB Flash Drive" for more information.

1. Press the **Tools** button.
2. Press the **Admin** button.
3. Enter the Admin password and press **Enter**. The default password is 1234.
4. Press **Maintenance**.
5. Press **Factory Reset**. A warning message appears.



6. Press **Yes** to delete all data files or press **No** to cancel.

The printer deletes all data files and loads the default data files. The printer restarts.

Note: All data files are deleted when you press **Factory Reset** and they cannot be recovered. You cannot select a specific file to delete.

Clearing Label Jams

To clear a jam:

1. Open the cover.
2. Tear the supply and remove the label roll.
3. Remove the jammed labels.

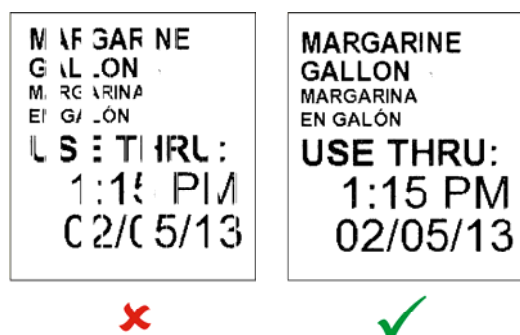
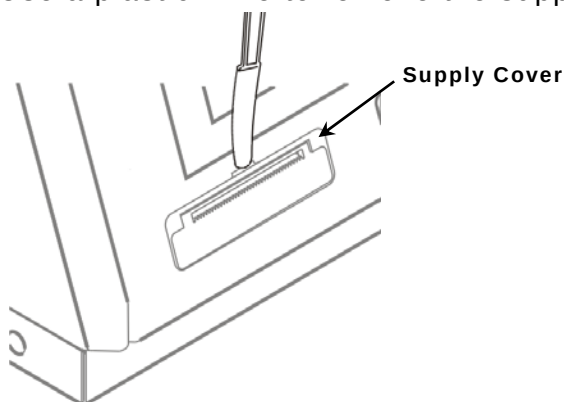
Caution: Do not use sharp or pointed objects to remove labels. It may damage the printer.

4. Remove any adhesive that might be on the platen roller. See “Cleaning the Platen Roller and Printhead” for more information.
5. Reload the labels.
6. Close the cover.

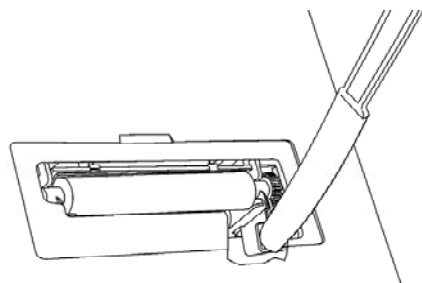
Cleaning the Platen Roller and Printhead

Clean the platen roller and printhead after every five rolls of labels or when you see voids in the print.

1. Remove any labels.
2. Use a plastic knife to remove the supply slot cover.

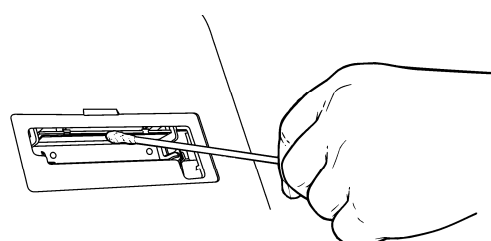
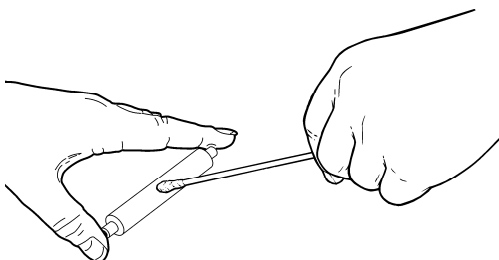


3. Use the plastic knife to press the L-shaped bar. The platen roller is released. You may need to slightly open the front cover to eject the platen roller.



Note: Art is cut-away to show detail.

4. Clean the platen roller and printhead using a cotton swab moistened with isopropyl alcohol.



5. Allow time for the parts to dry.

6. Replace the platen roller.
7. Snap the cover into place.
8. Reload the labels. See “Loading Labels” in Chapter 1 for more information.

Cleaning the Display

Make sure the printer is turned off when cleaning the display. Use a soft, lint-free cloth to wipe the display.

Caution: **Do not** use sharp objects or abrasive cleaners on the display; they can cause damage.

Cleaning the Printer

- ◆ Slightly dampen a cloth with water and wipe off the printer’s case.
- ◆ Open the cover and use a dry, soft-bristled brush to remove paper dust.

Caution: **Do not** use household cleaners to clean the printer.

This section lists some common printer problems and solutions.

Problem	Action
The screen is off or the printer is not responding.	Press the Power Button to turn the printer off, press it again to turn the printer back on. If the printer will not turn off, unplug it from the outlet, wait 10 seconds, then plug it back in.
The printer does not print, has voids, or is too light.	Make sure the printer is turned on and has power. Correctly load supply. Clean the printhead.
Printing stops OR the printer does not correctly advance from one label to the next.	Clear any jammed labels. Correctly load supply. Make sure your printer is turned on and has power.
Forgot the Manager Password	Enter password 5675. See “Changing the Admin Password” in Chapter for more information.

Error Codes

Call Service if you receive an error message that is not listed below.

Code(s)	Description
004 - 005	Supply size is incorrect. Reload the correct supplies. See “Loading Supplies” in Chapter 3 for more information.
267 – 271 410 - 413	Communication error. See your System Administrator.
703 - 704	Supply Error. Load supplies or make sure they are loaded correctly.
706	Remove any jammed supplies. See “Clearing Supply Jams” in Chapter 5 for more information.
750	Printhead overheated. Turn off the printer to let it cool.
751 - 753	The printer sensed a problem with a mark on the supplies. Check the supplies to see if they are loaded correctly.
756	The printer is out of supplies. Load supplies.
757	The calibrated supply length differs by plus or minus .25 inches from the format. Load correct supplies.
768	Printhead error. See your System Administrator.
790 - 791	The printer is busy or has an error pending. Turn off the printer, wait two seconds, and then turn it back on.

Code(s)	Description
904 – 911	System error. See your System Administrator.
SYSTEM ERROR VECTOR ##	System error. See your System Administrator.

Technical Support

If these solutions do not work, call Service at the number listed on the back of this manual.

System Specifications

Height:	10.06" (255.55 mm)
Width:	11.86" (301.41 mm)
Depth:	8.36" (212.24 mm)
Weight:	12.42 lbs (5.63 kg), without supply, single printer 13.38 lbs (6.07 kg), without supply, dual printer
Power:	100-240V AC, 47 to 63Hz input supplies 24V DC, 90W to system
Operating Limits:	Operating: 32° to 122° F (0° to 50° C) Storage: -4° to 149° F (-20° to 65° C)
Relative Humidity:	0% - 90% non-condensing
Printhead:	203 dpi (8.0 dots per mm)
Printing Method:	Thermal Direct
Display:	7" LCD Touch Screen
Memory:	256 MB NAND Flash



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